

COAG Disability Reform Council
Quarterly Report
31 March 2019



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Key highlights

The scale and complexity of the roll-out is unprecedented

Workforce has grown from **2,300** at July 2016 to over

10,000

this quarter

Delivery sites have increased from **31** at July 2016 to

122

this quarter

Now accessible in **every region** of every State and Territory, except for part of Western Australia

277,155 people with disability have joined the Scheme

32,486

joined the Scheme this quarter

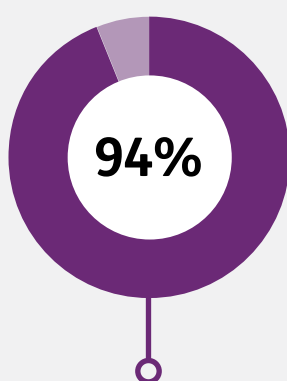
85,489

people are receiving supports for the first time

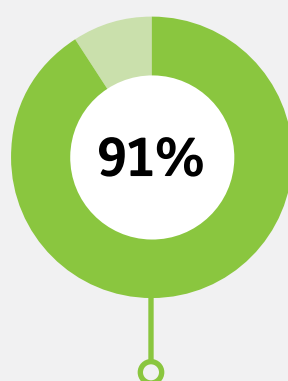
The NDIA **exceeded**

its operational target for the number of participants entering in the quarter

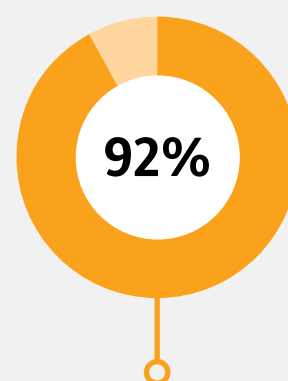
Overall, participant satisfaction is high at **88%**



said their planner listened to them



said they had enough time to tell their story



said their planning meeting had gone well

Key highlights

Participants in the Scheme for two years show significantly improved outcomes

↑11%

increase in
social and
community
participation

↑9%

increase in
independence for
children aged
0 to 14 years

↑7%

increase in
assistance with
daily living for
participants
aged 15 to 25

↑7%

increase in
choice and
control for
participants
aged 25 and over



Call centre performance has continued to improve, with the average answer speed consistently at **28 seconds**

Significant work is underway to further improve the participant experience.

Executive Summary

The NDIS is having a significant positive impact on the lives of people with disability, now reaching more Australians with disability than ever before, as the pace of the roll-out rapidly accelerates. However that pace is not without its challenges. This report outlines that progress and those challenges in the context of the overall roll-out of the Scheme.

1. The NDIS is reaching more Australians with disability sooner than ever before

The NDIS has reached a record number of participants this quarter and has exceeded its operational targets.

1.1 As the roll-out accelerates, a record number of participants have been reached this quarter

The accelerating pace of the roll-out is delivering NDIS funding to a rapidly increasing number of participants.

At 31 March 2019, 277,155 people with disabilities, including 11,504 children in the Early Childhood Early Intervention (ECEI) program, had joined the NDIS. This represents a 13% increase over the prior quarter.

An additional 32,486 participants (excluding ECEI) received approved plans this quarter. This is the largest number of additional participants in any one quarter. Indeed, it exceeds the number of plans approved in the entire three year Trial period. Additionally, more participants in remote and very remote areas of Australia joined the Scheme this quarter compared with any previous quarter.

1.2 A record number of participants are receiving supports for the first time

As well as supporting people transitioning from existing State/Territory and Commonwealth systems, the NDIS is reaching people who have not previously received disability funding.

Of the 277,155 participants currently supported by the Scheme, 85,489 are receiving supports for the first time. 180,162 previously received support from State/Territory or Commonwealth programs. The increase in the March quarter in the number of participants without previous support was 11,804 (compared with 11,270 in the prior quarter).

1.3 Supports are being received sooner

Seventy percent (70%) of plans were activated within 30 days during the quarter, and 86% of plans were activated within 90 days. This represents the time from when a participant's initial plan is approved to when they first receive support from a provider.

1.4 Operational targets for the roll-out are being exceeded

The NDIA exceeded its operational target for the nine months to 31 March 2019, with approved plans exceeding actionable records during the period. Actionable records are provided by the Commonwealth and State/Territory governments to the NDIA, to transfer eligible participants to the NDIS. It represents people who can be contacted and who meet the NDIS access requirements.

The bilateral estimates across the states and territories during Transition (excluding Trial) is approximately 377,000 to 30 June 2019. The number of actionable records received by the NDIA is 287,000, leaving a difference of approximately 90,000 records. These 90,000 records include duplicates, some people who have died, or information that does not allow the NDIA to identify or contact an individual. As a result, performance against the bilateral estimates to date is 75%.

1.5 The combination of initial plans and reviews has increased significantly

Plan reviews for existing participants are an important undertaking.

Executive Summary *continued*

The number of plan reviews (both scheduled and unscheduled) was 51,924. When combined with the 32,486 new plans, approximately 1,320 plans were developed or reviewed each business day during the quarter. This represents a significant increase in the daily volume of plans.

1.6 The Scheme is now available in almost all of Australia

Almost three years into Transition of the NDIS, all States/Territories have entered the Scheme on time and as scheduled.

Subject to phasing agreed with State/Territory governments, the Scheme is now able to be accessed in every region in Australia, except parts of Western Australia. It will be available in all regions in Western Australia from July 2019 as agreed with the Western Australian government.

More specifically, from 1 January 2019, the NDIS began operating in the Victorian areas of Goulburn, Mallee and Outer Gippsland; in the Queensland areas of Caboolture/Strathpine and Maroochydore; and in Tasmania for 50 to 64 year olds.

The roll-out continued its focus on transitioning Queensland and Victoria participants, with new plans in those States respectively representing 31.4% and 30.8% of the total. In Victoria 99% of people with actionable records received a plan, in Queensland this figure exceeded 100% as new records were provided during the quarter.

The scale and complexity of the roll-out is unprecedented. There are 122 service delivery sites across the country, including 18 new sites opened within the previous six months. The NDIA and Partners in the Community participated in over 10,000 engagement activities during the 2018 calendar year; and the NDIA and its partners have grown their workforce from approximately 2,300 at the

start of Transition in July 2016 to over 10,000 at the end of the March quarter.

2. Participant satisfaction with the rollout remains strong

This quarter, 88% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good'. This is an improvement on the last quarter's satisfaction rate of 84%. Of participants surveyed this quarter, 94% felt their planner listened to them, 91% considered that they had enough time to tell their story, and 92% reported that their planning meeting went well.

3. Participant outcomes are highly encouraging

The Scheme's overarching purpose is to help participants improve their life outcomes. As participants spend more time in the Scheme, evidence indicates that the NDIS is assisting in most areas.

3.1 Outcomes over time are improving

Results from longitudinal analysis show that outcomes are improving as participants spend more time in the Scheme

- Parents and carers of children starting school to aged 14 years thought their child was more independent as a result of the NDIS (65% in the second year, compared to 56% in their first year)
- Participants aged 15 to 24 years indicated that the NDIS had helped them with daily living activities (66% in their second year compared to 59% in their first year)
- Participants aged 25 years and over considered the NDIS helped them have more choice and more control over their lives (75% in the second year, compared with 68% in their first year).

Executive Summary *continued*

Some areas require more focus, in particular to help address some of the challenges facing people with disability seeking and maintaining employment. The NDIS Participant Employment Taskforce is committed to making progress towards improving opportunities in this area.

3.2 Participants are more involved in social, civic and community activities

The benefits for people with disability who participate in social, civic and community activities include improved wellbeing, lower longer term costs of care and support and increased employment opportunities.

A large increase in social and community participation has occurred, from 35% of participants at entry to the Scheme to 46% of participants after 2 years. The largest increases have been for participants aged 25 to 34 (14% increase) and 19 to 24 (12% increase), along with increases for participants with Down syndrome (18%), Cerebral Palsy (16%) and Intellectual Disability (13%).

Analysis indicates that volunteering and having a paid job are two key drivers of social and community engagement.

4. Work is underway to further enhance the participant experience

Despite high satisfaction rates, the NDIA recognises that it is not yet getting it right first time for each and every participant. Significant ongoing work has been directed to further improving the participant experience, in consultation with participants, families, carers, providers and sector representatives.

4.1 More individualised approaches occurring

Changes have focused on embedding a more individualised approach for participants, and an emphasis on clearer communication to better support people with disability to achieve their goals. These changes include:

- Tailoring approaches around the needs of the NDIS participant, including a complex support needs pathway and Early Childhood Early Intervention pathway;
- Two service streams for psychosocial disability and hearing, to deliver targeted support to provide participants with an experience more suited to their specific disability needs; and
- Four service enhancements to meet the communication and engagement needs of people from different backgrounds or areas, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, remote and very remote communities, and people who identify as LGBTIQ+.

In response to participant feedback, a key improvement being rolled out is changes to the participant plan format, which now provides participants with a single point of contact. This contact is listed in each participant's plan document and in the myplace participant portal.

4.2 Roll-out of Complex Support Needs Participant Pathway

The Complex Support Needs Pathway is providing specialised support for people with disability that experience extraordinary complex support needs, and who have a greater need for coordination of multiple services. This may include voluntary or involuntary involvement in other government service systems (such as justice systems, child protection, and/or mental health programs) and transitional supports for returning to the community, for example, exiting incarceration or an acute rehabilitation environment.

Executive Summary *continued*

The Complex Support Needs Pathway is progressively rolling out across Australia. It commenced in parts of Victoria and New South Wales in November 2018. It is now also underway in all other States/Territories, except Western Australia. It will commence in Western Australia (Canning) from 1 July 2019.

As of March 2019, ninety planners with human service qualifications and/or extensive expertise in complex case coordination have been identified to transfer to the Complex Support Needs (CSN) Branch. These planners are supporting these complex participants to easily access the Scheme and are closely monitoring their plans, including how the plan links to other mainstream services. Skilled support co-ordinators are also being connected to these participants to further assist with implementing the plan and helping participants achieve their goals.

4.3 Streamlined access for participants with hearing disability occurring

During the March 2019 quarter, 305 children benefited from streamlined access to early intervention supports, through a stream developed in 2018 for children aged 0 to 6 with newly diagnosed hearing loss. The NDIA is now working on developing further hearing streams for participants aged 7 to 64, and has commenced consultation with key external stakeholders in the deaf community to provide input across key life transition points.

In addition, work is underway to transition to the NDIS eligible clients within the Commonwealth's Hearing Services Program (HSP). This commenced in partnership with Australian Hearing at the beginning of March 2019, with all eligible clients scheduled to transition by the end of June 2020.

4.4 Major changes to Specialist Disability Accommodation (SDA) underway

SDA is a fast growing and significant provider registration group that experienced a 19% growth in the quarter (118 to 140) for

active SDA providers. This coincided with the number of participants with SDA in their plan increasing by 13%. During the quarter an additional 746 spaces in SDA properties became available to NDIS participants.

A package of reforms to SDA is being implemented, following a review in 2018 by the Disability Reform Council of the SDA Pricing and Payments Framework. The changes recognise the centrality of choice and control in SDA for eligible participants, and provide greater visibility and certainty for investors in relation to pricing.

The NDIA has recently published an updated 2018-19 SDA Price Guide, and established an SDA Reference Group comprised of a range of SDA stakeholders. The first meeting was held in March 2019.

Additionally, the NDIA has launched an internal SDA Panel to improve the process for determining SDA eligibility. The SDA Panel is already leading to more consistent and timely SDA decisions as it assists with the implementation of the recently revised SDA Rules. The important revisions to the Rules has been central in the roll-out of these changes.

4.5 An increase in Young People in Residential Aged Care (YPIRAC) receiving NDIS support

The number of Younger People in Residential Aged Care receiving support from the NDIS increased by 439 in the quarter, and by 1,801 over the past year.

Of the 4,093 active participants as at 31 March 2019, 30 were under the age of 35, including 3 under the age of 25. A further 127 were aged 35 to 44, 686 aged 45 to 54, 2,477 aged 55 to 64, and 773 were aged 65 or over.

On 22 March 2019 the Minister for Families and Social Services announced a plan to reduce the number of younger people with disability living in aged care facilities. In support of this, the NDIA is expediting access

Executive Summary *continued*

to the Scheme for those who are eligible. Planners in the Complex Support Needs pathway will then, as a priority, work with eligible NDIS participants and their families to look at housing options, which may include funding for home modifications or SDA where required.

4.6 Early Childhood Early Intervention program refinement underway

The NDIA acknowledges that delays are occurring for children aged from 0 to 6 in accessing supports through the Early Childhood Early Intervention program. The reasons include the rapidity of the roll-out in some jurisdictions, where large numbers of files may be transferred on a single day, also creating additional delays for new participants.

The NDIA is prioritising work to reduce the wait times for children and to ensure that early intervention supports are provided as quickly as possible.

This includes working with groups such as the Autism Advisory Group.

4.7 Access to the Scheme for people with psychosocial disability improves

The NDIA continues to improve streamlined access for participants from Commonwealth psychosocial programs, and to build the capacity of the workforce to better understand psychosocial disability. During the quarter, foundational mental health training was extended to include Victoria, Queensland, Western Australia, the Australian Capital Territory and Northern Territory.

4.8 Access and service delivery in remote areas improves

The number of participants in remote and very remote areas is increasing as the NDIA improves access and stimulates the service delivery market.

The number of participants in these areas increased from 802 at 31 March 2017, to 1,582 at 31 March 2018, to 3,148 as at 31 March 2019.

During the quarter, two new programs were announced in remote Western Australian. The Remote Community Connectors program will see people from remote communities employed by local Aboriginal Community Controlled Organisations to promote understanding and awareness of the NDIS, linking people with disability to access, planning and implementation pathways.

The Evidence, Access and Coordination of Planning program will enable Aboriginal Medical Services to recruit Evidence and Access Coordinators in remote clinics to facilitate the eligibility testing and access procedures of the NDIS, and to assist with organising NDIS planning meetings in remote areas.

4.9 Assistive Technology (AT) processes improve

Delays have occurred in participants gaining funding for AT. Work is ongoing to improve this situation.

Since February 2019, participants who require replacement of their existing AT (valued between \$1,500 and \$15,000) that is not repairable or has reached the end of its service life, may have funding included in their plan without the need for reassessment. Repairs and maintenance to AT, including the addition of an annualised amount, can be included in a participant's NDIS plan.

Further, as expenditure under \$1,500 no longer requires a quote, wait times should reduce.

4.10 Contact Centre performance improves

The NDIS Contact Centre has made consistent improvements during the March quarter. It is contracted to reach a weekly

Executive Summary *continued*

service level of 80% of calls answered within 60 seconds, which it exceeded by a little over three percentage points at the end of the quarter. Average abandonment rates are 1.25%, an improvement from 1.5% at the end of December 2018.

This improvement in performance follows the appointment of the current provider in June 2018, notwithstanding significant volumes of calls (over 890,000 between June 2018 and the end of March 2019) as the roll-out of the Scheme accelerates.

4.11 The Independent Assessment Pilot reaches its intended number of voluntary participants

The Independent Assessment Pilot is being undertaken to ensure fairness and equity in access and planning decisions. It is on track to reach its intended number of participants before closing at the end of April 2019.

A high level of satisfaction with the process has been recorded with 93% of participants being “satisfied” or “very satisfied”. In addition, the opt-in rate of 73% has been high, indicating that participants have seen the benefit of being part of the pilot.

5. The provider market continues to grow

Access to a growing, vibrant and competitive provider market is critical for participants to achieve their goals.

5.1 Number of providers continues to increase

The total number of registered providers reached 20,208 at 31 March 2019, representing a 6% increase for the quarter.

High growth rates were experienced in Queensland and Victoria in particular, with the number of registered providers increasing by 17% and 12% respectively.

5.2 Improved access to NDIS demand information delivered

During the March 2019 quarter a new NDIS demand forecast tool was released by the Department of Social Services and the NDIA. The NDIS Demand Map is designed to provide information to providers on the nature and location of demand, with the objective being to stimulate market supply.

It includes forecasts of NDIS demand by postcode, the number of NDIS participants in an area, how much participants are expected to spend and on what types of supports, and how many workers may be required.

5.3 Pricing increases are being delivered

Against the backdrop of the rapid roll-out of the Scheme, the NDIA is acutely aware of its role as market steward and the need to set prices that encourage market development, particularly in thin markets.

Supplementing the work of the Independent Pricing Review, which is currently being implemented, and the Western Australia Market Review, the NDIA has undertaken extensive consultation on therapy prices and pricing for attendant care. That work, initiated and promoted by the NDIA, has been rigorous and fact-based, using extensive data not previously available to the Independent Pricing Review.

As a consequence of that detailed consideration, it was announced towards the end of the quarter, that from 1 July 2019 significant price increases will be made for both therapy and attendant care.

More specifically in the case of therapy supports, in New South Wales, Victoria, Queensland and the Australian Capital Territory, differential prices were set for psychology supports versus other types of therapy, with increases of 17% and 6%

Executive Summary *continued*

respectively. In addition, for South Australia, Western Australia, Tasmania and the Northern Territory, differential prices were set for psychology, physiotherapy and other therapies, with increases of 28%, 23% and 6% respectively.

In relation to attendant care, increases of between 5.6% and 15.4% to the base price for attendant care, depending on location, times and days of shifts, and skill level will be available from 1 July 2019¹. In addition, a Temporary Transformation Payment of 7.5% will also be made to providers, reducing by 1.5% each year over 5 years. This conditional loading will assist providers continue to transform their businesses as the market evolves.

Overall, the increases will help ensure the availability of supply in the attendant care and therapy markets, thereby assisting participants to achieve their goals.

The Western Australia Pricing Review is currently underway, with extensive consultation occurring.

5.4 Developing innovation in provider markets

The NDIA is developing a strategy to encourage the growth of new and better services across Australia, which will increase opportunities for participant choice. The strategy will identify contemporary and innovative approaches to supports and services that build participant capacity, seek to increase independence, and encourage social inclusion.

The strategy will outline the NDIA's vision for an innovative marketplace with informed participants and families, and how the NDIA plans to achieve this vision. The NDIA will consult with a range of stakeholders including participants, providers and industry

leaders, ahead of releasing the strategy later in the year.

6. Community engagement has significantly increased

The NDIA is committed to a programme of extensive engagement with the disability sector. It permeates all facets of projects underway to improve the participant experience. Some examples of engagement undertaken during the Quarter, include:

- Engagement with the Specialist Disability Accommodation Reference Group;
- Extensive consultation with the sector in relation to prices for attendant care and therapy;
- Work undertaken with the Employment Task Force;
- Seeking input from members of peak organisations on the Independent Assessment Pilot;
- Ongoing discussions with the Autism Advisory Group, particularly in relation to improving wait times for children; and
- Collaboration on improved access to supports with the Aboriginal Health Council of WA and Aboriginal Medical Service in the Kimberley, Pilbara and Goldfields regions.

Regular consultation continues under the auspices of the Independent Advisory Council and the CEO Forum, along with ongoing frequent communication by senior management with sector leaders. In addition, the Board is undertaking a series of roving visits as part of a program of meeting with participants, providers, front line staff and peak bodies. In the quarter this included a visit to Broadmeadows in Melbourne.

¹ These prices will also be increased for wage inflation on 1 July, 2019.

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6.1 Information, Linkages and Capacity (ILC) program expands

ILC provides grants to organisations to carry out activities in the community, to create connections between people with disability and the communities in which they live, encouraging inclusion and participation and promoting a diverse Australian society. To date, the NDIA has allocated 222 grants totalling \$85.9 million (excluding GST) to organisations across Australia to deliver a wide range of ILC initiatives.

The NDIA introduced the “ILC Strategy Towards 2022” in December 2018, which will guide investment of almost \$400 million in ILC grants from 2019-20 to 2021-22. The overarching purpose of the strategy is to ensure that people with disability, their families and carers have the knowledge, skills and confidence to participate and contribute to their communities, have the information they need to make informed decisions, and benefit from the same mainstream services as everyone else. The strategy has been warmly welcomed.

7. The Scheme remains financially sustainable

The Scheme remains within budget, and has done so every year of its operation. It is projected to remain within budget for the rest of the financial year.

Notwithstanding specific pressures on the Scheme, the NDIA is committed to ensuring that funding for eligible participants is responsive to their needs within the reasonable and necessary provisions of the NDIS Act.

8. A high performing NDIA is being built

In line with the accelerated roll-out of the Scheme, the NDIA has significantly increased the number of staff directly supporting the

development of plans for participants.

In the second half of 2018, the number of Planners increased by 422 to 1,764. The total workforce (including partners in the community) increased by 2,210 in the same period (from 7,563 to 9,773). In addition, planners with deep experience were re-allocated to support the roll-out of the Complex Pathway.

Over 6,500 hours of training has been delivered to service delivery staff to support the pathways reform implementation, including in areas such as psychosocial disability, customer focus, disability awareness, and human rights. The training on disability awareness and human rights was developed with the Disability Advocacy Network of Australia (DANA).


Notwithstanding the pace of the roll-out, the NDIA's focus is on growing its workforce capability at the same time as reducing reliance on consultants, evidenced by a decrease of over 50 per cent in consultant spend for the 12 months ending 31 December 2018.

In addition, the NDIA is committed to working with and employing people with disability or lived experience of disability. Currently 11.7% of the NDIA's workforce have a disability.

The new NDIA National Office (which was officially opened on 8 March 2019), has many state-of-the-art accessibility features. Hence, with almost 12 per cent of NDIA employees identifying as having a disability, this new office will ensure accessible technologies and a suitable work environment for all employees. Overall, the new office houses approximately 600 staff and centralises the NDIA's national operations in Geelong.

In conclusion

Rapid progress is being made on the Scheme's roll-out. The continuing work, being undertaken in active collaboration with participants and the sector, will ensure that the NDIS meets the needs of participants, develops a vibrant and innovative provider market, and remains financially sustainable for generations to come.



Introduction

This report is a summary of the performance and operations of the National Disability Insurance Agency (NDIA) for the 3 months from 1 January 2019 to 31 March 2019, as required by Section 174 of the NDIS Act 2013.²

Analysis and key insights are presented in the report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory. A list of key definitions of the terms used in this report is included in Appendix A.



Sean has benefited from the School Leaver Employment Support Program and is now enjoying full-time work at Yarra Ranges Nursery (Sean's photo is also on the front cover)

² The Board members must prepare a report on the operations of the Agency for each period of three months starting on 1 July, 1 October, 1 January or 1 April; and give the report to the Ministerial Council within one month after the end of the period to which the report relates.



Cathy receives funding for support workers who pick her up and take her to weekly bible studies class, and into the shops to buy the weekly Big League rugby league magazine.

“It gives her the opportunity to go with other people, talk with them, socialise, and that’s a pretty important part of life,” Cathy’s father Kevin said.

“We’ve noticed Cath’s confidence has increased, and she’s got new things to talk about when she comes home.”

Part One: Participants and their plans

More participants from diverse geographies experience improved outcomes with support from the NDIS.

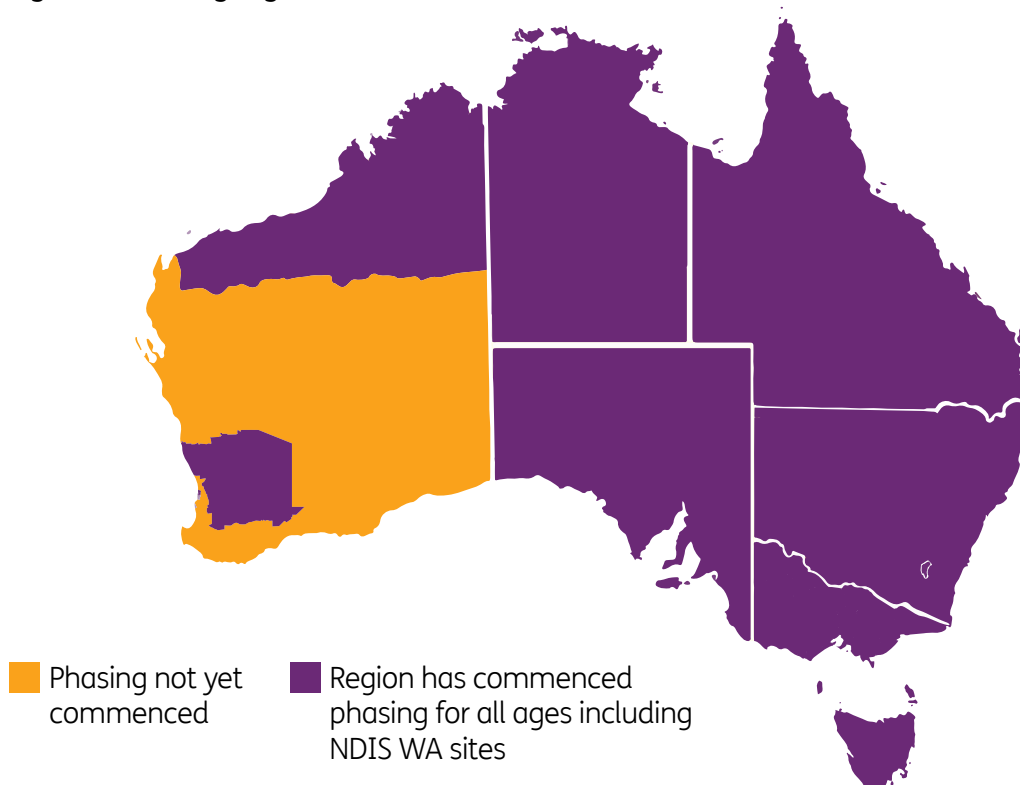
1.1 Roll-out

More participants are receiving support as the NDIS transitions into the remaining areas of Australia in all States/Territories except Western Australia.

In January 2019 the NDIS began operating in the Victorian areas of Goulburn, Mallee and Outer Gippsland, in the Queensland areas of Caboolture/Strathpine and Maroochydore, and in Tasmania for 50 to 64 year olds. At 31 March 2019, the NDIS was operating fully in all regions of each State/Territory except Western Australia, with more people in these States/Territories expected to phase into the Scheme beyond 31 March 2019.

Western Australia continues its transition from the state-operated NDIS to the national Scheme. The Commonwealth and Western Australian Governments have agreed to provide additional time for people to transfer from the WA NDIS, to allow state-based participants to be appropriately supported and transitioned. The original timeframe has been extended to make sure the transfer process is smooth and effective for participants.

Figure 1: Phasing regions



1.2 Number of participants

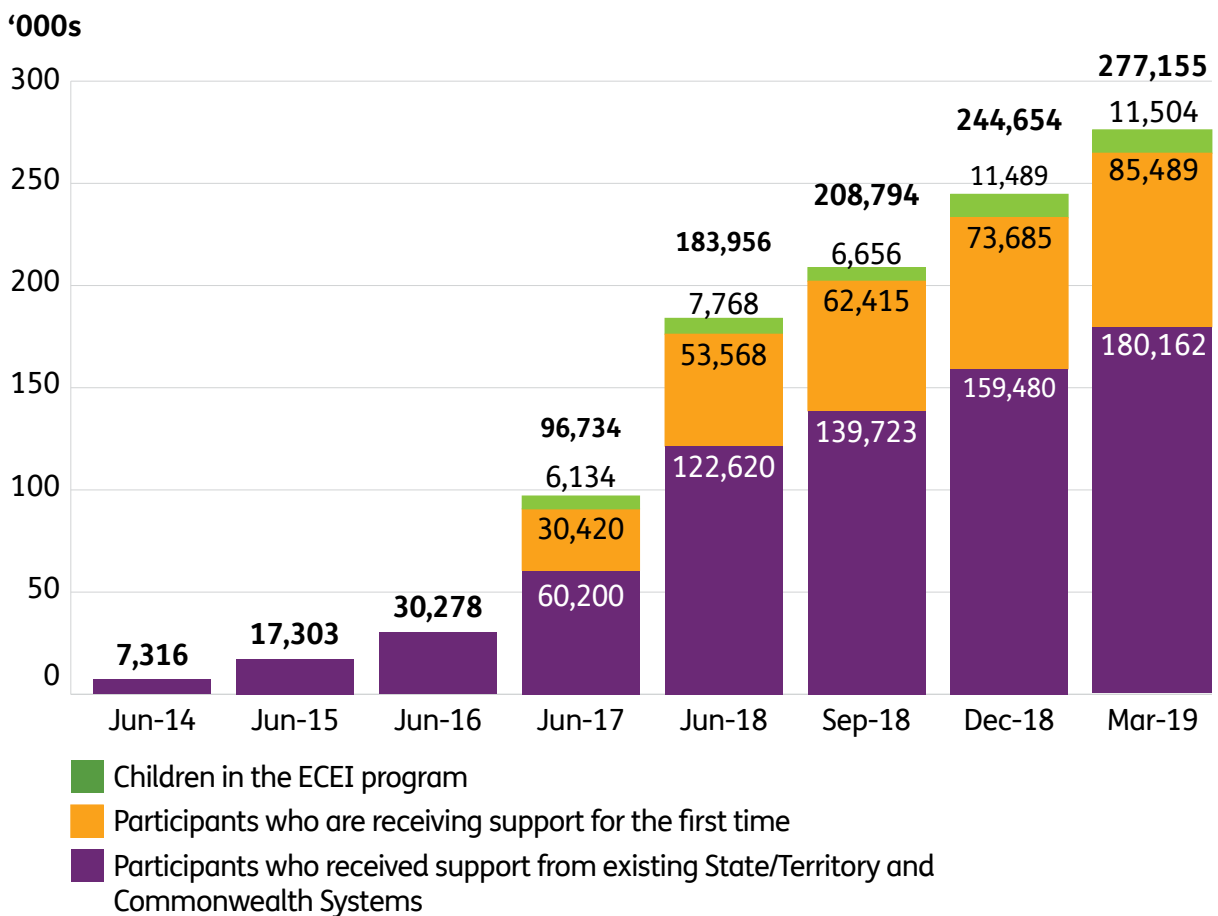
Over 275,000 Australians with disabilities are now being supported by the NDIS, with close to one third of participants receiving support for the first time.

At 31 March 2019, 277,155 people with disabilities, including children in the ECEI program, were being supported by the NDIS. This represents a 13% increase in the number of participants over last quarter. An additional 32,486 participants, excluding children in the ECEI program, received approved plans this quarter.³

Importantly, the Scheme is supporting both people from existing State/Territory and Commonwealth systems and people who have not previously received support. Of the 277,155 participants currently supported by the Scheme, 180,162 previously received support from existing State/Territory or Commonwealth programs and 85,489 are now receiving support for the first time. In the March quarter, 36.3% of participants gained support for the first time, compared with 31.6% in previous quarters combined, excluding children supported in the ECEI program.

The number of children in the ECEI program has remained stable over the quarter, growing slightly from 11,489 to 11,504. The difference in the number of children in ECEI between quarters does not represent the number of additional children being supported in the ECEI program. Children in the ECEI program can exit from the program, remain in the program or go on to receive an NDIS plan under either Section 24 or Section 25 of the NDIS Act.

Figure 2: Growth in participants



³ The difference in the number of children in ECEI between quarters does not represent additional children being supported in the ECEI program. Children in the ECEI program can exit from the program, remain in the program or go on to receive an NDIS plan. This means that simple addition will not produce total amounts of Scheme participants.

1.3 Operational progress

The NDIA performed strongly this quarter, achieving its operational target.

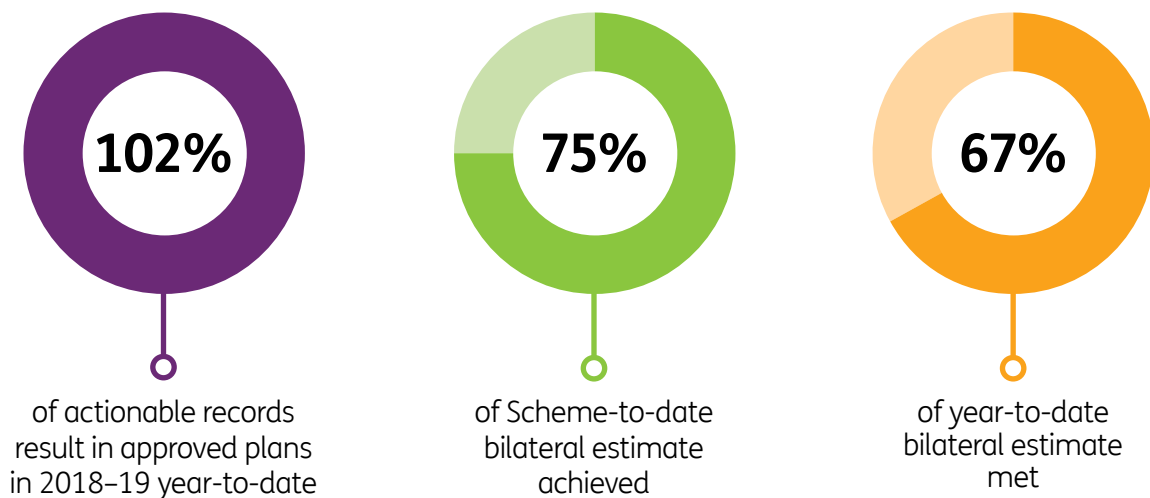
The NDIS is transitioning in sites across Australia in line with phasing schedules bilaterally agreed by State/Territory and Commonwealth governments. The bilateral agreements outline an estimate of the number of people who were predicted to participate in the NDIS from each State/Territory at particular points in time. The estimates are split into people who previously received support from State/Territory programs and those who have not previously received support.

The Agency has achieved its operational target for the 2018–19 year to date, meaning all actionable records were processed. Actionable records relate to those people who could be contacted, who met the access requirements and whose records were provided to the Agency.

At 31 March 2019, 75% of the Scheme-to-date bilateral estimate was reached and 67% of the 2018–19 year-to-date bilateral estimate was met.⁴ The availability of data and difficulties contacting transitioning participants from State/Territory and Commonwealth programs are the primary challenges in obtaining actionable records which is having a consequent impact on progress against bilateral estimates. Other reasons include some individuals making a decision not to apply to the Scheme, and others no longer requiring support.⁵

The Agency is undertaking a number of initiatives to ensure the Scheme is progressing towards bilateral estimates of all actionable records. As well as significant improvements to the participant and provider pathway, which will advance the consistency and efficiency of plan approvals, the NDIA continues to monitor the key performance metrics of each regional service delivery team.

Figure 3: Progress against bilateral estimates⁶



⁴ Detail on the bilateral estimates is included in Appendix C.

⁵ There are a significant number of transitioning State/Territory and Commonwealth clients who have not been able to be contacted. The NDIA will attempt to contact an individual four times using the provided details, after which the person is deemed 'unable to contact'. The NDIA communicates these details to the relevant State/Territory for follow-up, and is working proactively with each State/Territory government to connect with as many potential participants as possible.

⁶ Over 100% was achieved as additional actionable records were made available in the quarter and more new participants approached the Scheme in the quarter than anticipated.

1.4 Participant characteristics

More participants in remote and very remote areas of Australia joined the Scheme this quarter, along with higher numbers of children aged 0-6 years.

Over the transition period, there has been a steady increase in the diversity of participants, including:

- **Remote and Very Remote:** From **802** participants at 31 March 2017, to **1,582** at 31 March 2018, to **3,148** at 31 March 2019.
- **0-6 year olds:** **20%** of new participants in the March 2019 quarter were aged 0-6, compared with a total of **13%** for the Scheme as a whole. This reflects the maturing of the Scheme, with more new entrants being children.

The proportion of participants living in remote and very remote regions has been increasing slowly over the past year, from 1,582 participants at 31 March 2018 to 3,148 participants at 31 March 2019. There were 508 new participants from remote and very remote regions in the March 2019 quarter, the largest number of any quarter to date.

A high proportion of active participants are in the 7 to 14 years age group, with 21% of participants entering the Scheme in the March 2019 quarter in this age group. 0 to 6 year olds represent a higher proportion of entrants compared with prior quarters, with 20% entering the Scheme within this age group during the quarter.

There has been a steady growth in the proportion of adults aged 45 years and over receiving support from the NDIS, increasing from 22.5% of participants at 31 March 2017, to 26.5% of participants at 31 March 2019. The proportion of participants in each age group reflects the phasing schedules outlined in some bilateral agreements which prioritise age group and/or people in existing State/Territory disability systems.

The proportion of participants with a CALD background was 9.3% in the March 2019 quarter, with the increase due in part to the significant number of participants phasing in metropolitan areas of Victoria. Considering the areas in which the NDIS has rolled out across Australia, the proportion of participants who are Aboriginal and/or Torres Strait Islander (5.5% total and 5.8% this quarter) is in line with expectations.

The number of Younger People in Residential Aged Care (YPIRAC) receiving support from the NDIS increased by 439 in the quarter, and by 1,801 over the past year. Of the 4,093 active participants as at 31 March 2019, 30 were under the age of 35, including 3 under the age of 25. A further 127 were aged 35 to 44, 686 aged 45 to 54, 2,477 aged 55 to 64, and 773 were aged 65 or over.

On 22 March 2019 the Minister for Families and Social Services announced a plan to reduce the number of younger people with disability living in aged care facilities. In support of this, the NDIA is expediting access to the Scheme for those who are eligible. Planners in the Complex Support Needs pathway will then, as a priority, work with eligible NDIS participants and their families to look at housing options, which may include funding for home modifications or SDA where required.

Figures 4 - 9 outline key participant characteristic trends from 31 March 2017 through to 31 March 2019.

Figure 4: Number of participants by disability⁷

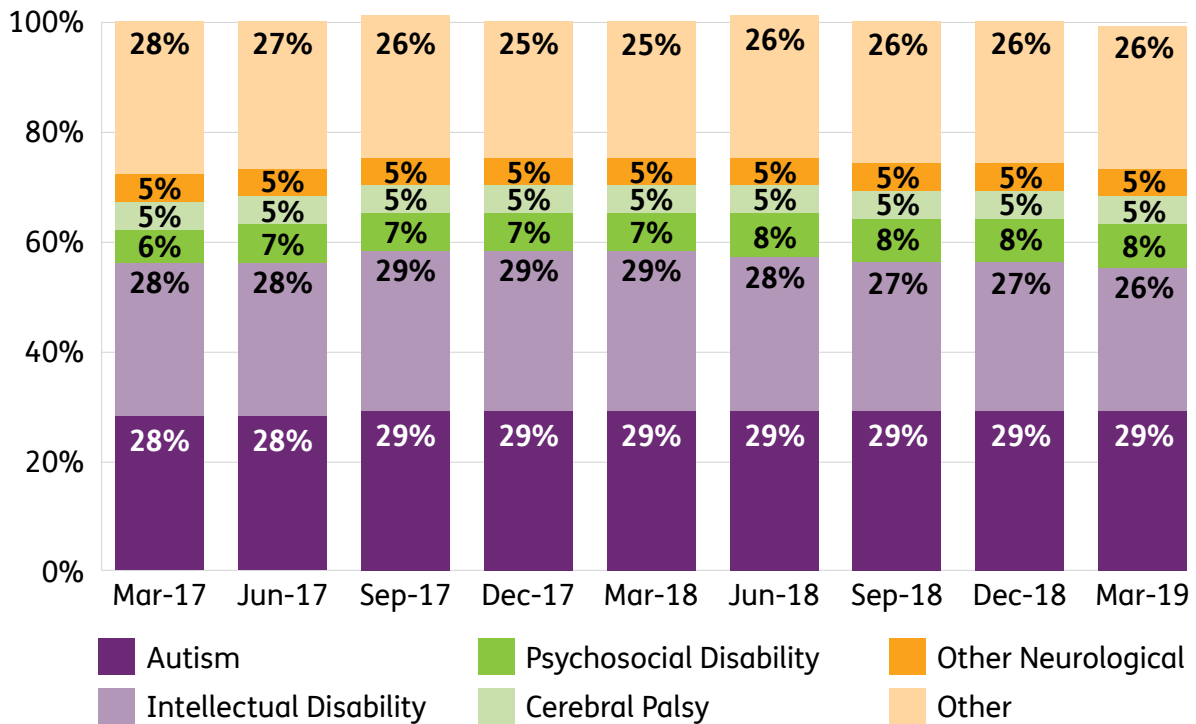
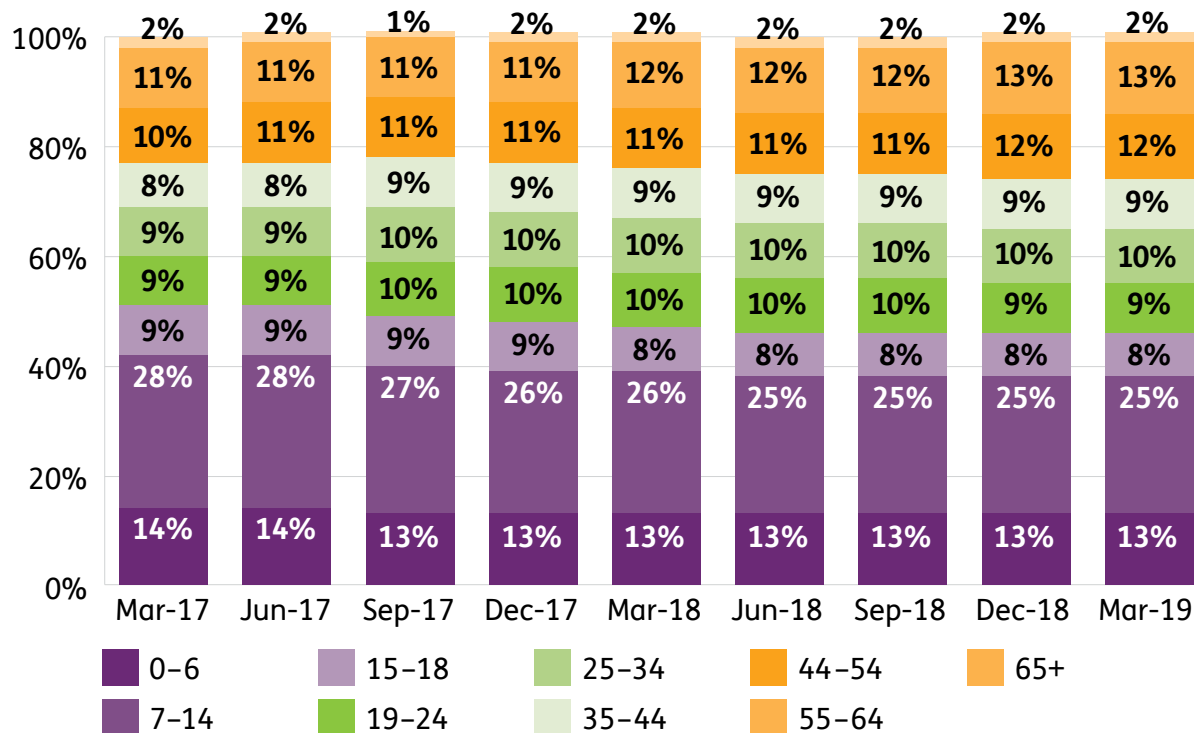


Figure 5: Number of participants by age group⁸



⁷ Percentages have been rounded in Figures 4 to 10, and totals may not add up to one hundred percent.

Figure 6: Number of Aboriginal and/or Torres Strait Islander participants

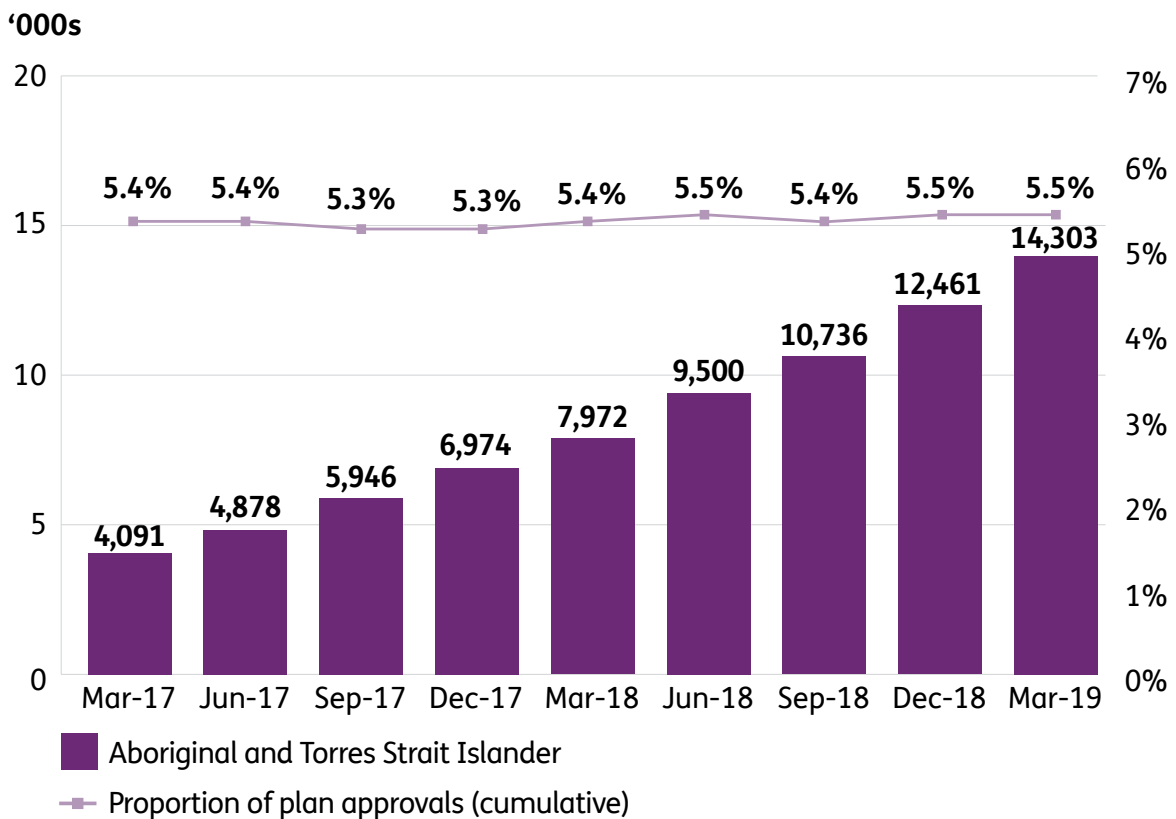


Figure 7: Number of participants that identify as CALD

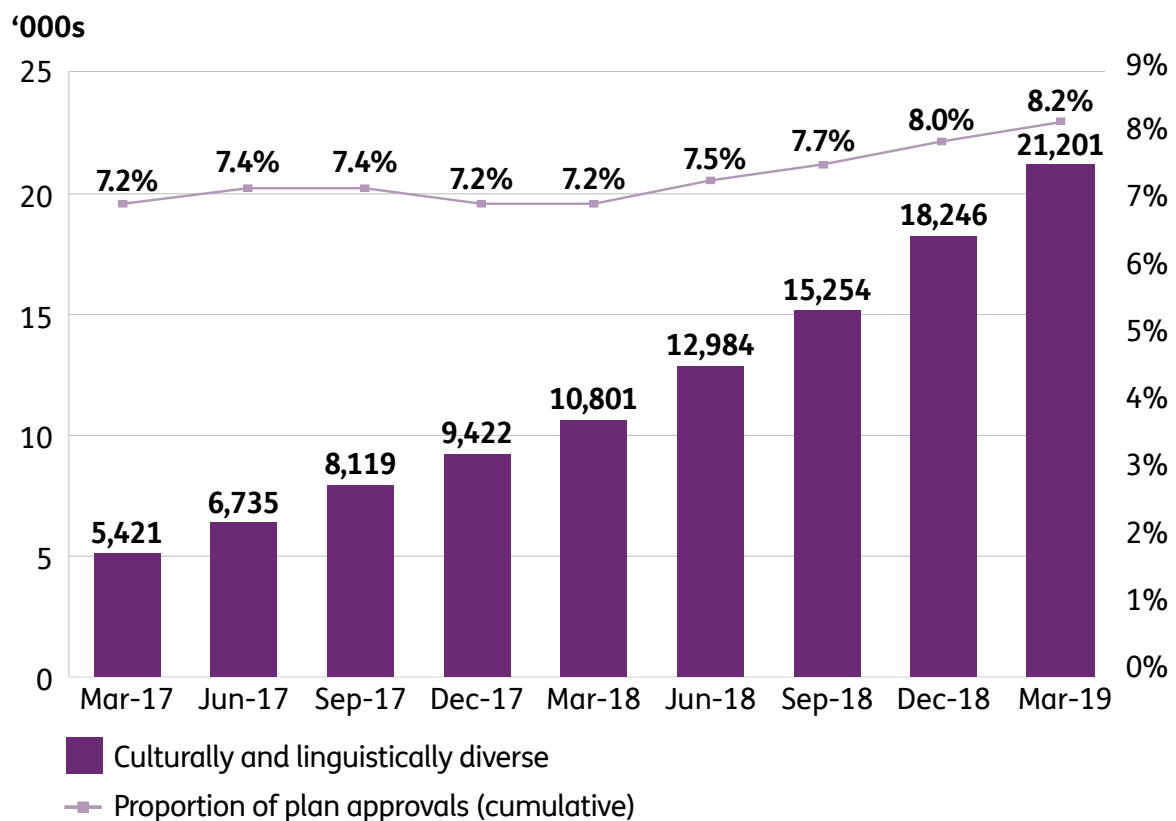


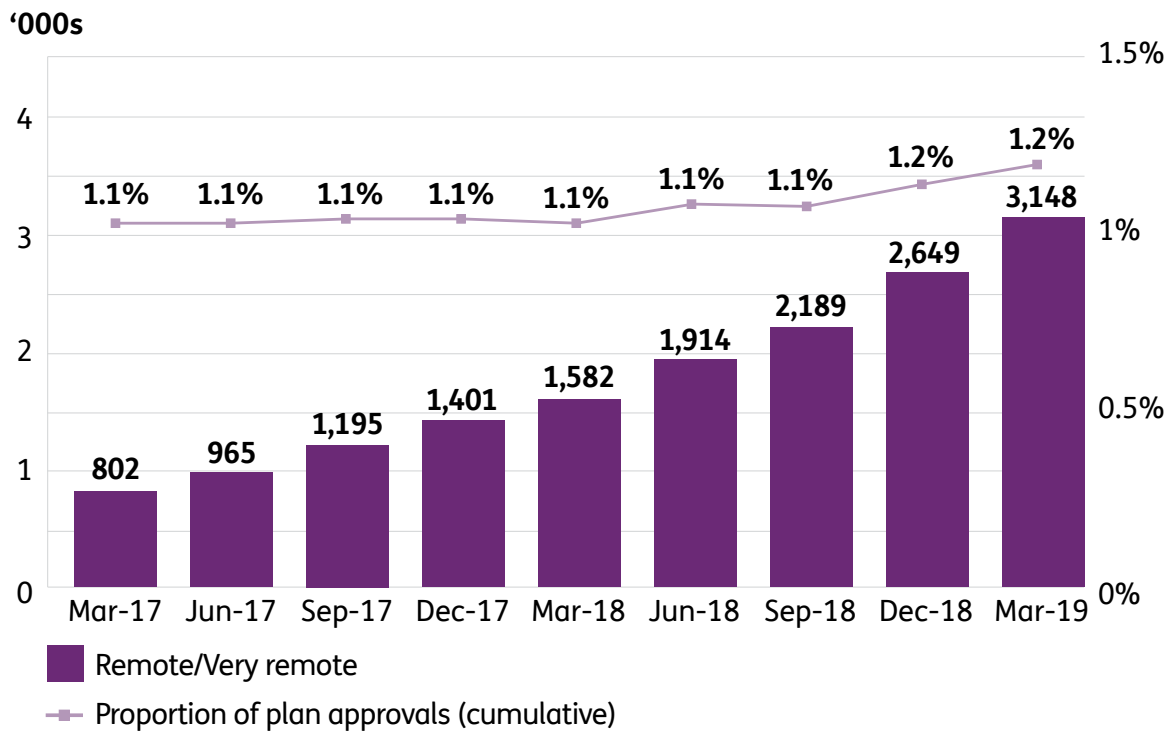
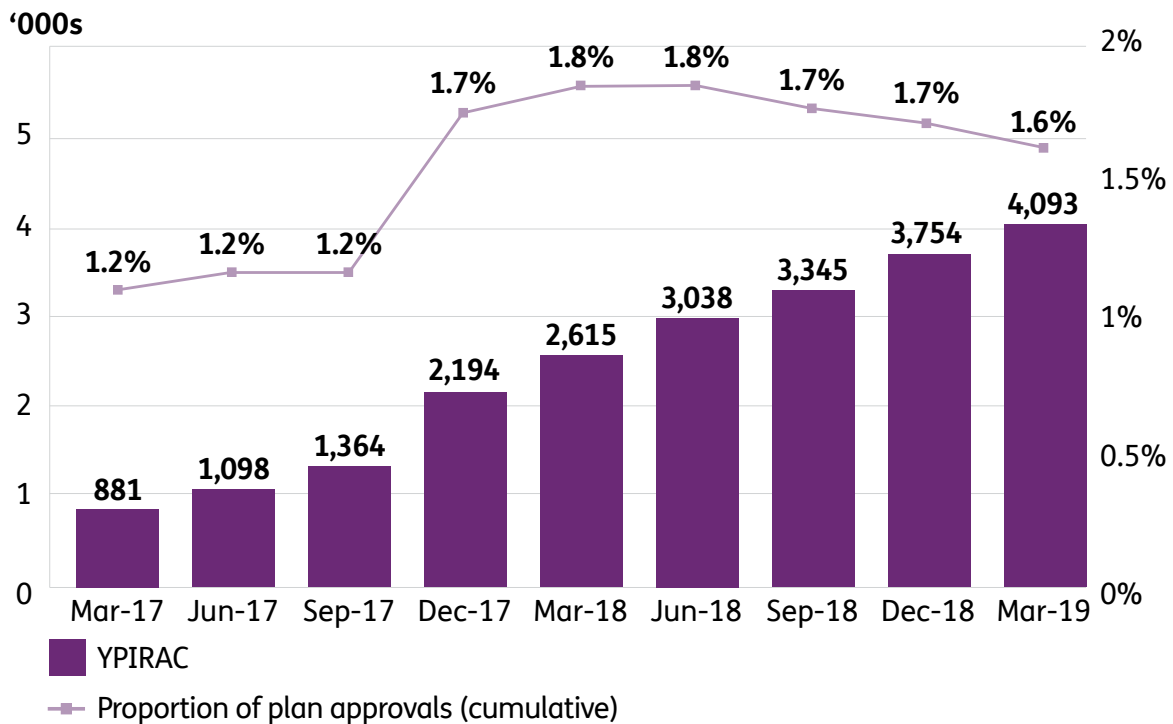
Figure 8: Number of participants by remoteness⁸

Figure 9: Number of YPIRAC participants



⁸ Classified according to the Modified Monash Model, which categorises metropolitan, regional, rural and remote areas according to geographical remoteness and town size.



Lacey is 32 and joined the National Disability Insurance Scheme in February 2018. She receives funding for support workers who visit the house for four hours a day, five days a week.

Her support workers Gillian and Rose spend time playing games with Lacey – a keen scrabble player – and they take her out to socialise in the community.

“When you’re on your own and you don’t have many resources, it’s very hard to get motivated to do all of these things,” Lacey’s mother Sharon said.

“The support workers have just opened Lacey up, she goes out with people in town, she goes to bingo and to the library and plays virtual reality games on the television.”

Part Two: Participant experience and outcomes

New data this quarter shows participant outcomes continue to improve over time.

2.1 Community and social participation

People of all abilities, ages, backgrounds and cultures, are participating in social, community, and civic activities.

Community and social participation improves the wellbeing of people with disability, lowers the long-term costs of care and support, and increases employment opportunities. The inclusion of people with disability in the community also benefits the wider community and promotes a more inclusive and diverse society.

The 2018-2022 Corporate Plan uses metrics and performance targets to measure the NDIA's achievements against its aspirations. The 'quality experience and outcomes for participants' aspiration is measured by the percentage of participants currently employed (see page 28) and the number of participants involved in community and social activities, with initial results collected as a participant enters the Scheme.

For people who entered the Scheme between 1 July 2016 and 31 March 2017, participation in community and social activities has increased with time spent in the Scheme.

Figure 10: Participants involved in community and social activities compared with the 2018-19 Target (participants who entered the Scheme between 1 July 2016 and 31 March 2017)

Participants in community and social activities	At Scheme entry (Baseline ⁹)	After two years in the Scheme	2018-19 Target
Aged 15 to 24 years	31%	44%	41%
Aged 25+	37%	47%	
Aged 15+ (average)	35%	46%	

The level of community and social participation differs by age and disability when they enter the Scheme. Participants aged 25 and over have higher rates of participation compared with participants aged 15 to 24. Participants with Down Syndrome (48%) and sensory impairments (Hearing (48%), Visual Impairment (39%), and Other Sensory & Speech (40%)) have higher rates of participation compared with participants with Autism (28%) and Psychosocial Disability (30%).

⁹ Changes in baseline percentages between 2018-19 Q1, Q2 and Q3 are a result of new participants entering the Scheme in these quarters.

After two years in the Scheme community and social participation has increased from 35% to 46%. The largest increases have been for ages 25 to 34 (14%) and 19 to 24 (12%), and for participants with Down syndrome (18%), Cerebral Palsy (16%) and Intellectual Disability (13%).

Figure 11: Participants involved in community and social activities after two years in the Scheme, by age group

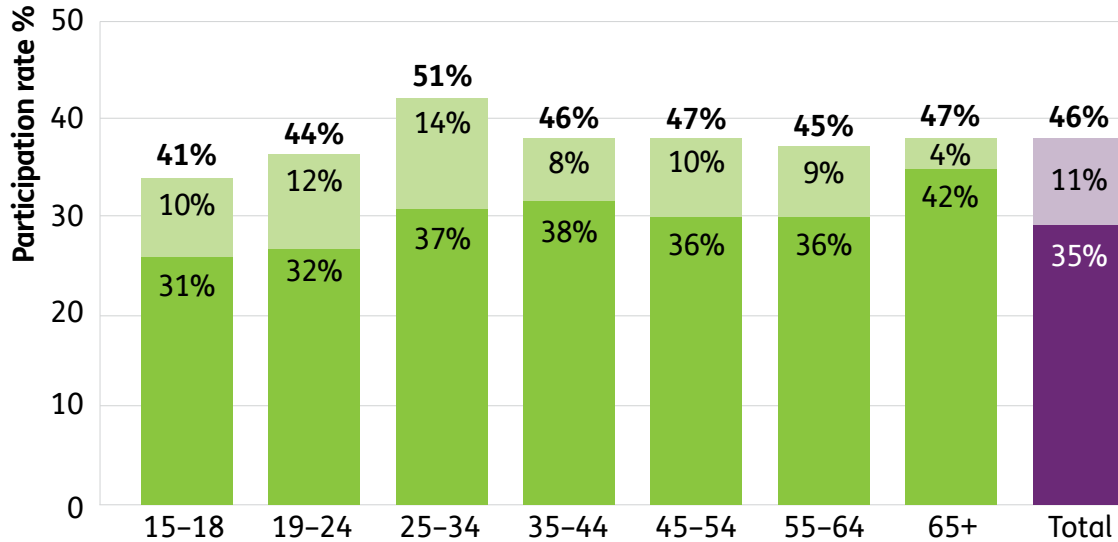


Figure 12: Participants involved in community and social activities after two years in the Scheme, by disability group

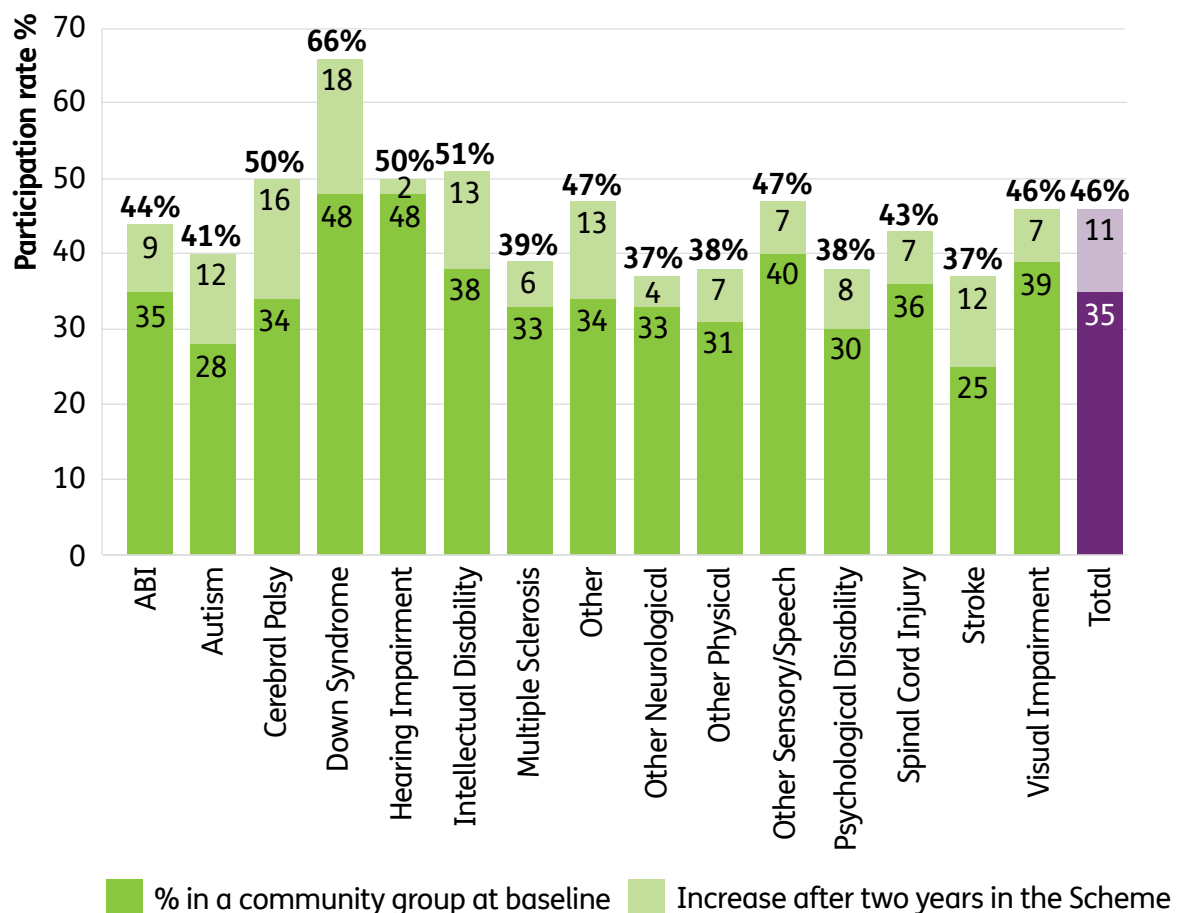
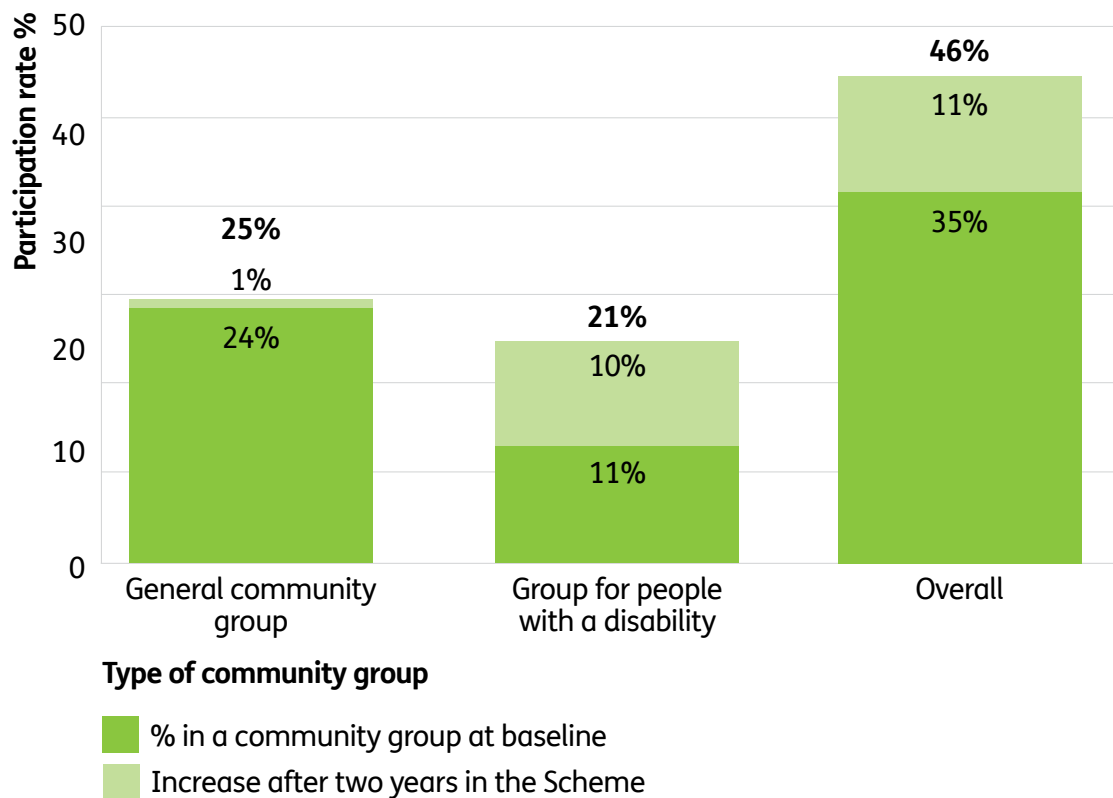


Figure 13: Participants involved in community and social activities, by type of community group



Some participants who were not participating in a community and social group at entry to the Scheme later joined such a group, however unfortunately others who were in a group when they entered the Scheme were not in a group two years later. Specifically:

- Of the participants in a group when they entered the Scheme, 85% remained in a group
- Of the participants not in a group when they entered the Scheme, 25% were in a group two years later.

Statistical analysis indicates that the key drivers of engaging in social participation are:

- Volunteering
- Having friends other than family or paid staff
- Being from a CALD background
- Having a paid job

2.2 Employment

The proportion of participants in employment remains static.

Figure 17 shows progress against the NDIA's corporate plan metrics for 'participants in work', for people who entered the Scheme between 1 July 2016 and 31 March 2017.

There was an eight percentage point increase in the number of participants aged 15 to 24 years old in work, from 13% baseline to 21% this quarter. For participants aged 25 years or over, the percentage fell by two percentage points from 25% to 23%. The average across both cohorts was also 23%, two percentage points higher than the baseline result. The target for the number of employed participants in both cohorts is 26% for 2018-19.

Figure 14: Participants in work compared with the 2018-19 Target
(participants who entered the Scheme between 1 July 2016 and 31 March 2017)

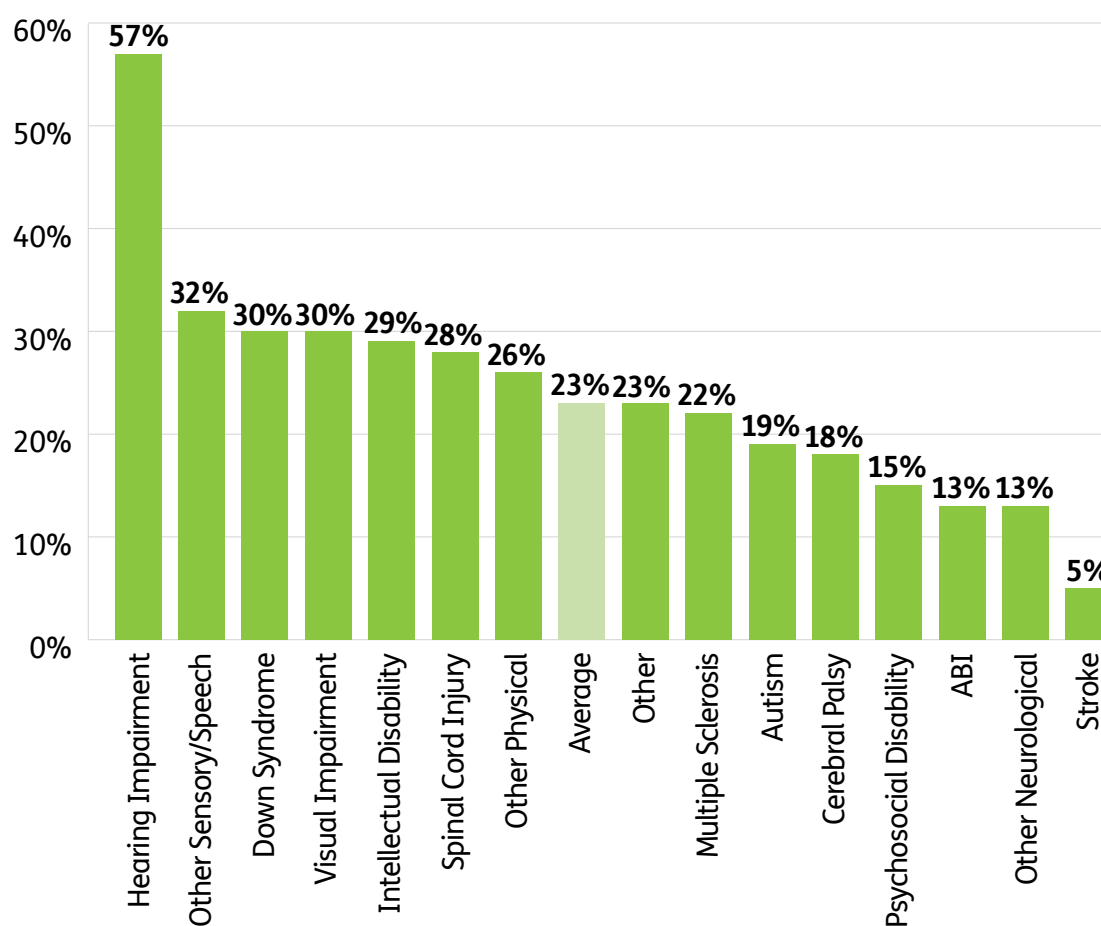
Participants in work	At Scheme entry Baseline ¹⁰	After two years in the Scheme	2018-19 Target
Aged 15 to 24 years	13%	21%	26%
Aged 25+	25%	23%	
Aged 15+ (average)	21%	23%	

There is a strong commitment from the Agency and the Department of Social Services to implement an employment strategy to improve job opportunities for people with disability (see page 54). The NDIA is acutely aware of the benefits employment brings to participants and the economy and has prioritised employment options in planning discussions.

¹⁰ Changes in baseline percentages between 2018-19 Q1, Q2 and Q3 are a result of new participants entering the Scheme in these quarters

The average employment rate for participants aged 15 or more by disability type is 23%. The highest employment rates occur in participants with a hearing impairment at 57%, and other sensory or speech disabilities at 32%. Participants with an acquired brain injury (ABI) and other neurological disabilities are among those least likely to be employed, with baseline employment levels at 13%. The lowest percentage of employment by disability type is at 5% for people who have had a stroke, explained in part by age

Figure 15: Employment rates of participants aged 15 years and over who entered the Scheme in 2016-17 and 2017-18, by disability type



2.3 Two-year analysis of participant outcomes

Analysis of participant outcomes over two years demonstrates the positive long-term impact of the NDIS.

To assess the longitudinal impact of the NDIS, participants who entered the Scheme in 2016-17 were asked 'Has the NDIS helped?' after one and two years in Scheme, allowing the NDIA to gain a better understanding of the longer-term impact of the Scheme.

Survey results for participants who entered the Scheme in Quarter 3 of 2016-17, and who have now been in the Scheme for two years, have built on the results of the previous two quarters. These results support the trend that outcomes are improving as participants spend more time in the Scheme.

From transition to 31 March 2019, for participants that have been in the Scheme for two years, the following outcomes have been recorded:

For children aged 0 to before starting school:

- **94%** of parents and carers thought the NDIS improved their child's development, compared to **91%** in their first year.
- **85%** of parents and carers thought the NDIS helped increase their child's ability to communicate what they want, compared to **82%** in their first year.

For children starting school to 14 years:

- **65%** of parents and carers felt their child had become more independent as a result of the NDIS in their second year of participation, compared to **56%** in their first year.
- **50%** of parents and carers felt the NDIS had improved their child's relationship with family and friends in their second year of participation, compared to **46%** in their first year.

For young adults aged 15 to 24 years:

- **66%** of participants said the NDIS had helped them with daily living activities in their second year of participation, compared to **59%** in their first year.
- **59%** of participants felt the NDIS had helped them improve their participation in community and social activities, compared to **56%** in their first year.

For adults aged 25 and over:

- **75%** of participants believed the NDIS helped them have more choice and more control over their lives in their second year of participation in the NDIS, compared to **68%** in their first year.
- **80%** of participants believed the NDIS helped them with daily living activities in their second year of participation, compared to **72%** in their first year.

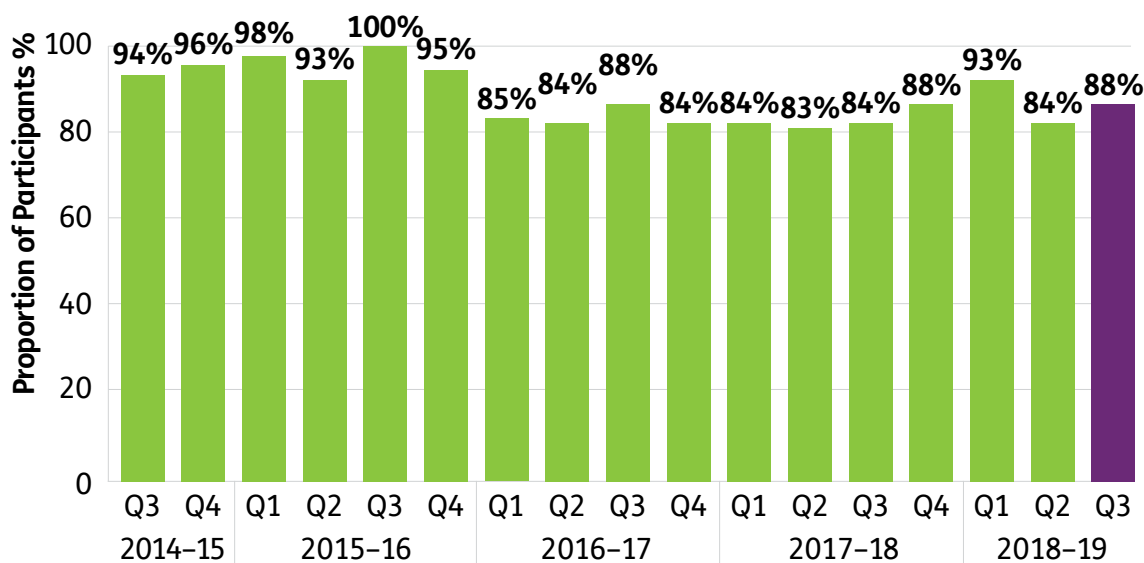
Apart from the above results, the analysis indicates that there are areas for improvement in the outcomes for participants. Only 17% of participants aged 15 to 24 and 19% of participants aged 25 and over felt involvement in the NDIS had helped them to find a job that was right for them, compared to 19% and 20% respectively in their first year. Employment outcomes for participants have been prioritised within the NDIA and a Participant Employment Taskforce (see page 54) has been established to help address some of the challenges facing people with disability who are seeking and maintaining employment.

2.4 Participant satisfaction

Participant satisfaction remains high with improvements this quarter compared with the previous quarter.

Plan development is a key milestone on the participant pathway. To better understand the impact of the NDIS on participants and their families and carers, the Agency conducts satisfaction surveys during the planning process each quarter. This quarter, 88% of participants rated their overall experience with the NDIS planning process as either 'Very good' or 'Good'. This was an improvement on the last quarter's satisfaction rate of 84%.

Figure 16: Historical satisfaction rates



Of the participants surveyed this quarter, 94% felt their planner listened to them, 91% considered that they had enough time to tell their story, and 92% reported their planning meeting to have gone well.

Figure 17: Participant satisfaction in 2018-19 Q3¹¹

	Agree/ Strongly agree	Neutral	Disagree/ Strongly disagree
The planner listened to me	94%	3%	3%
I had enough time to tell my story and say what support I need	91%	5%	4%
The planner knows what I can do well	80%	14%	6%
The planner had some good ideas for my plan	84%	11%	5%
I know what is in my plan	81%	11%	8%
The planner helped me think about my future	75%	16%	10%
I think my plan will make my life better	84%	10%	6%
The planning meeting went well	92%	5%	3%

¹¹ Survey results were collected from 674 randomly selected participants. This sample size meets the required level of precision for estimating satisfaction at a 95% confidence level.

2.4.1 New participant satisfaction survey

New survey is providing a comprehensive view of participant experience.

Since September 2018 the Agency has been testing and refining a new participant satisfaction survey that allows for a more comprehensive understanding of the participant experience. It gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan review – whereas the original survey gathers responses at the planning stage only.

The new survey caters to analysis of the experience of different participant groups - for example for differences in age and disability. By gaining greater insight into varying experiences at different stages of the NDIS process, the NDIA will be better positioned to make meaningful and specific improvements to the participant pathway.

A new online version of the survey was launched at the end of the quarter, to complement the existing phone surveys. The online version asks the same questions as the phone survey. Participants receive an SMS or email message asking them to log into the myplace participant portal to complete the survey. Responses are private, and any identifying data is removed.

Comparing previous quarter (2018-19 Q2) with the current quarter (2018-19 Q3) indicates improvement in satisfaction, particularly in understanding the next stages in the process¹²:

Stage One: Access

- **94%** of respondents believed their NDIS contact to be respectful this quarter compared with **94%** in the previous quarter.
- **77%** of respondents were happy with the process by which they entered the NDIS this quarter compared with **75%** last quarter.
- **71%** of respondents understood the next stage in their NDIS process this quarter compared with **64%** last quarter.

Stage Two: Pre-planning

- **96%** of respondents understood what information they had to provide to prepare for pre-planning this quarter compared with **94%** last quarter.
- **87%** of respondents believed their NDIS contact understood how disability impacts their life compared with **85%** last quarter.
- **75%** of respondents understood the next stage in their NDIS process this quarter compared with **70%** last quarter.

Stage Three: Planning

- **96%** of respondents understood what information they had to provide for their plan this quarter compared with **95%** last quarter.
- **86%** of respondents believed their NDIS contact understood how disability impacts their life this quarter which was consistent with last quarter.
- **75%** of respondents understood the next stage in their NDIS process this quarter compared with **73%**

Stage Four: Plan Review

- **83%** of respondents felt prepared for their plan review meeting this quarter compared with **79%** last quarter.
- **81%** of respondents believed their NDIS contact understood how disability impacts their life this quarter compared with **78%** last quarter.
- **85%** of respondents believed their NDIS plan was helping them progress with their goals this quarter compared with **84%** last quarter.

¹² Survey results were collected from 6,269 randomly selected participants made up of 1,542 participants at access, 1,529 at pre-planning, 1,678 at planning, and 1,520 at plan review. The number of respondents at each of the four stages of the participant pathway were sufficient to meet the required level of precision for estimating satisfaction at a 95% confidence level.

The results show an overall improvement in satisfaction across the four stages.

Participants have responded with high levels of satisfaction for understanding what they need to prepare for pre-planning (96%) and what information they need to provide for their plan (96%).

Respondents found NDIA contacts and planners to be respectful (94% of Access respondents) and understanding of how their disability impacts their life (87% of pre-planning respondents and 86% of Planning respondents).

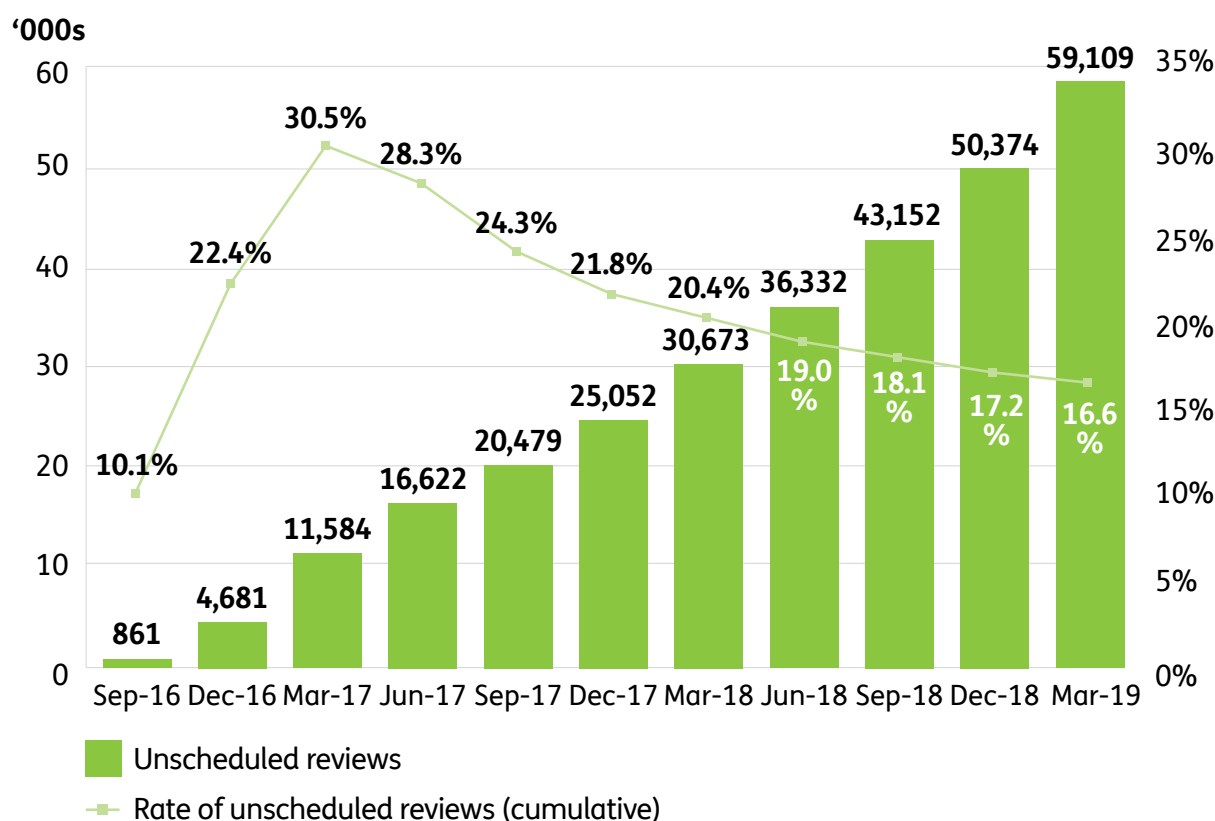
While there is still work to do, there has been a large improvement in the proportion of participants who understand the next stage of the process. Seventy-one percent (71%) of participants understood the next step after access compared with 64% in the previous quarter, and 75% understood what was next after pre-planning compared with 70% in the previous quarter.

2.5 Unscheduled plan reviews

The rate of unscheduled plan reviews continues to decrease.

The rate of unscheduled plan reviews has fallen for the eighth quarter in succession, indicating improvements in satisfaction with final plans.

Figure 18: Cumulative number and proportion of unscheduled plan reviews over time



2.6 Plan activations

Plan activation rates increase.

Plan activation refers to the amount of time between a participant's initial plan being approved, and the date the participant first receives support from a provider.

Seventy percent (70%) of plans were activated within 30 days during the quarter, and 86% of plans were activated within 90 days. The number of days for plan activation improved slightly in the first quarter of 2018-19, with a one percentage point increase in durations of less than 30 days and a one percentage point reduction in durations of less than 90 days compared with previous quarters. There was a fall in the number of participants activating their plans after more than 90 days, but an increase in the number who had not commenced receiving support. There is a lag between when support is provided and when payment is made – hence, these figures under-estimate the number of participants who activated their plans.

Figure 19: Duration to plan activation by quarter of initial plan approval for active participants^{13,14}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	97,580	69%	18,045	70%
30 to 59 days	16,273	11%	2,964	11%
60 to 89 days	7,828	6%	1,236	5%
Activated within 90 days	121,681	86%	22,245	86%
90 to 119 days	4,521	3%	665	3%
120 days and over	11,059	8%	949	4%
Activated after 90 days	15,580	11%	1,614	6%
No payments	4,753	3%	1,926	7%
Total plans approved	142,014	100%	25,785	100%

The proportion of active participants with plans activated within 12 months is consistent at 94% to 95% across disability groups. The proportion is also 95% for CALD participants, and participants residing in major cities and regional centres, but slightly lower at 90% for Aboriginal and Torres Strait Islander participants and 88% for participants living in remote areas.

¹³ Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁴ Activations include payments for in-kind supports.

2.7 Plan utilisation

Utilisation increases the longer participants have been in the Scheme, and is higher for participants in supported independent living, and for those living in major cities.

The extent to which utilisation differs between groups of participants (e.g. age group), and types of supports in different geographies, provides insight into where markets are thin and also where there are opportunities for providers to expand their support offering.

The most significant drivers of utilisation are length of time in the Scheme (the longer a participant has been in the Scheme the higher the utilisation – Figure 20), and whether or not the participant is in Supported Independent Living – Figure 21.

Figure 20: Utilisation of supports by plan number¹⁵

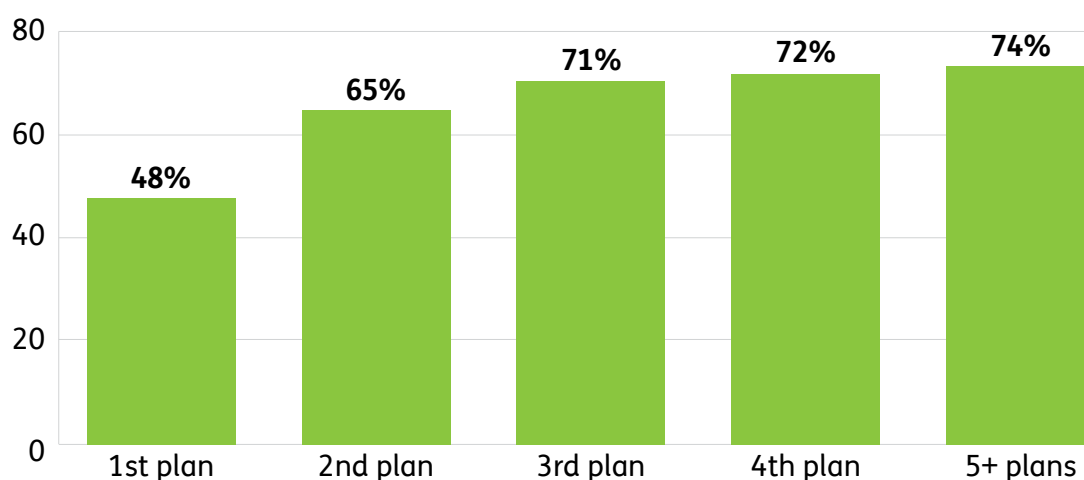
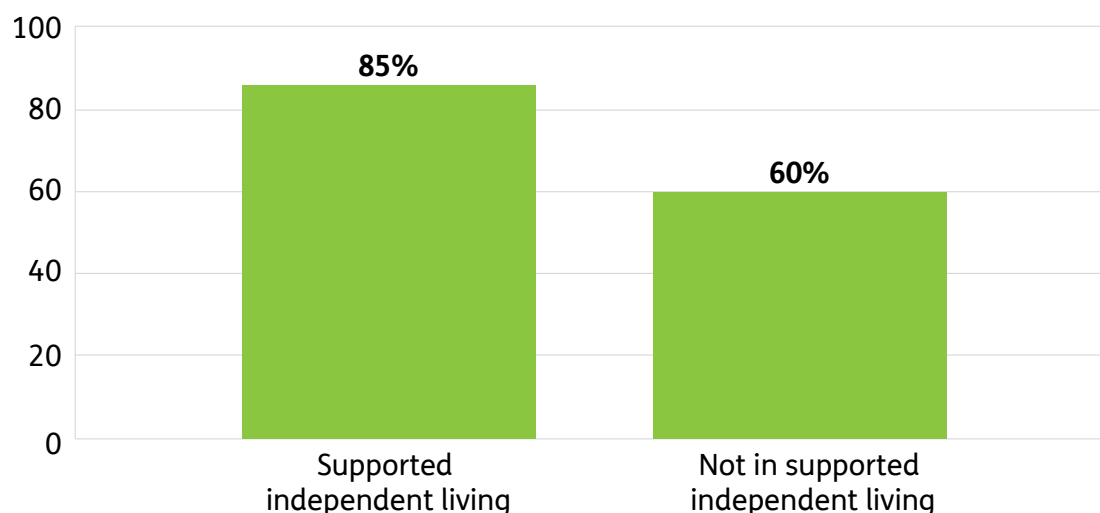


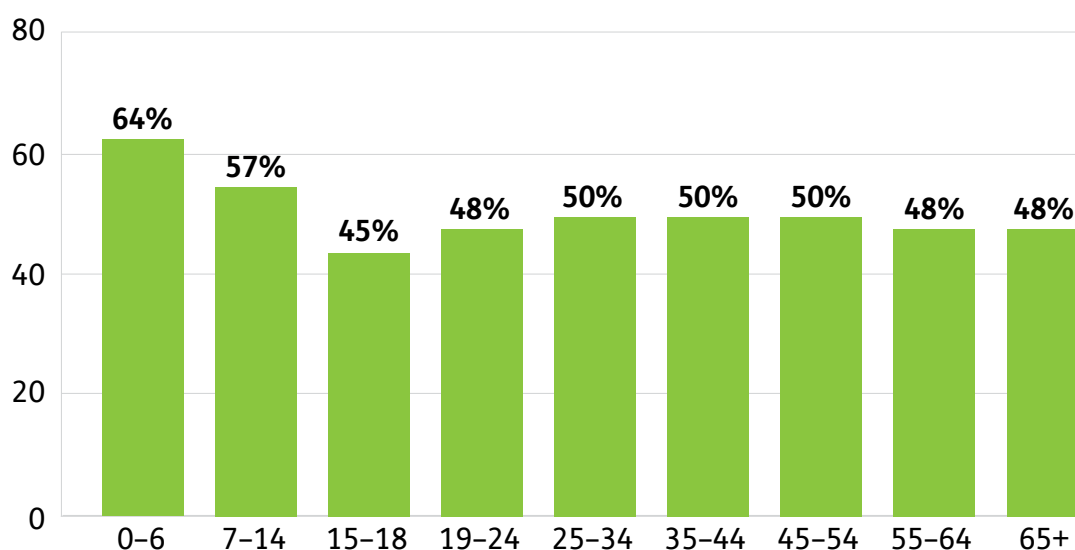
Figure 21: Utilisation of supports for participants with and without SIL



In addition, capacity building supports are less utilised than core support for participants with a second or later plan who do not have SIL. This is more evident for participants aged 15 and over (Figure 22). Capacity building supports for daily living are under-utilised. These supports are intended to build a participant's independence, which reduces the need for core support.

¹⁵ Plans are generally for one year periods, but may be of shorter or longer duration depending on individual circumstances.

Figure 22: Utilisation of capacity building supports by age group



Lastly, a key driver of utilisation is location – with participants in less populated locations, including remote and very remote communities, having lower utilisation than participants in major cities and regional locations (Fig 24). This is driven by both core supports (non-SIL) and capacity building supports across all age groups (Fig 25). Capacity building supports for employment are particularly under-utilised in very remote areas.

Figure 23: Map of Australia depicting remote locations with participants in the scheme as at 31 March 2019 – Utilisation of a percentage total committed

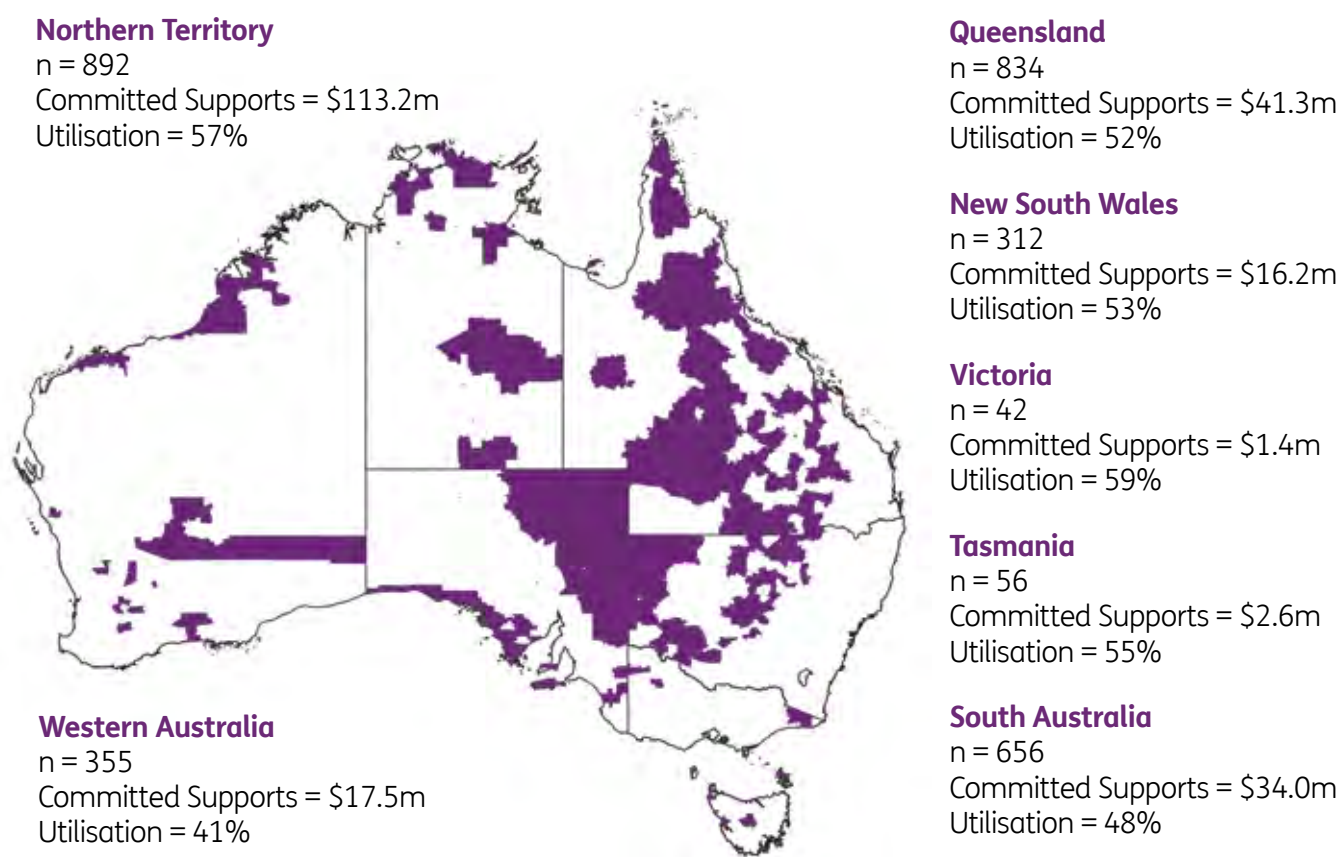


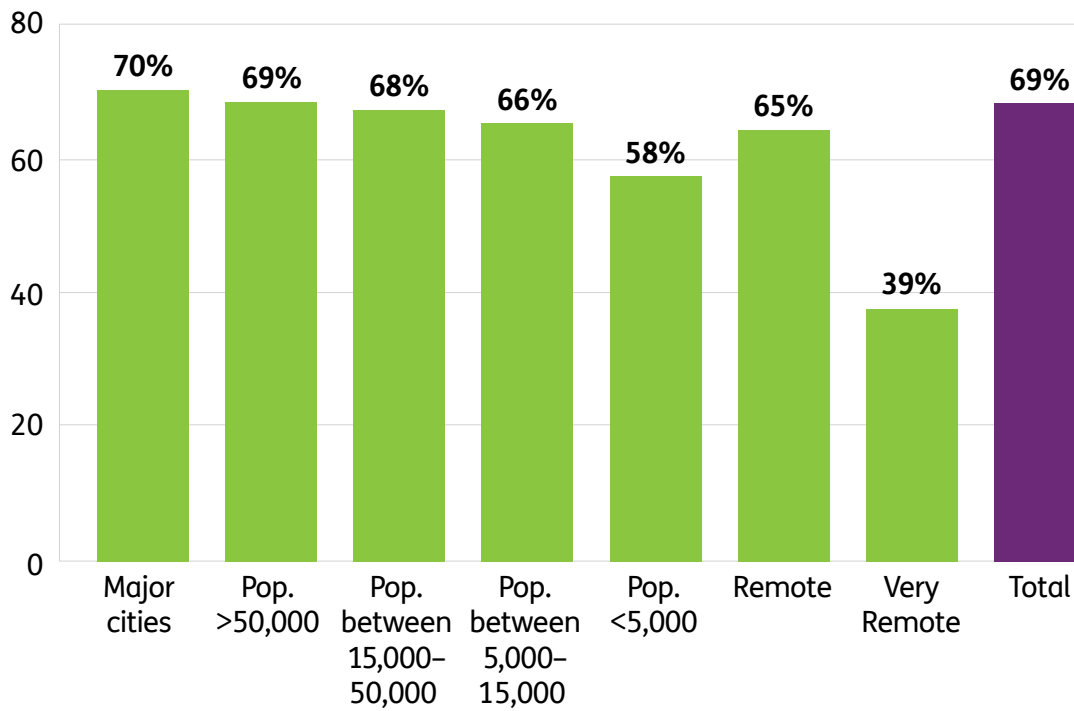
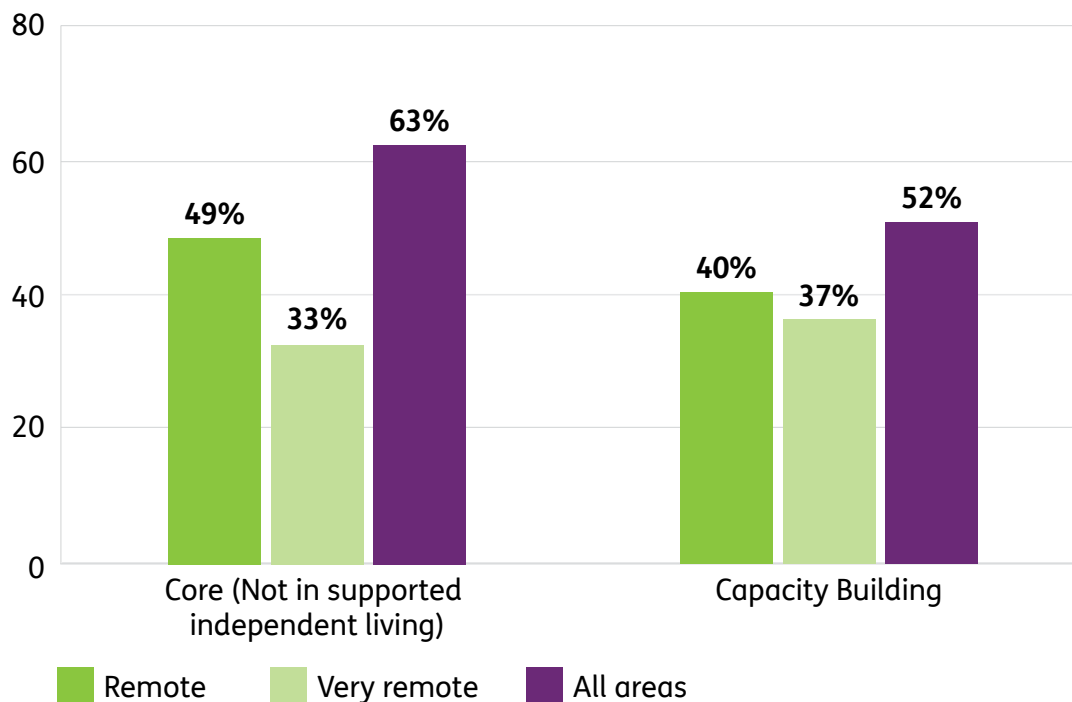
Figure 24: Utilisation of supports by location¹⁶

Figure 25: Utilisation by support type in remote and very remote locations



Overall, there are market opportunities for providers to assist in increasing participant capacity to improve independence and also reduce the need for core support. There are additional opportunities in remote and very remote areas for core and capacity building supports.

¹⁶ Classified according to the Modified Monash Model, which categorises metropolitan, regional, rural and remote areas according to geographical remoteness and town size.

2.8 Actions to improve participant experience

The NDIA makes improvements across different areas of the participant pathway to improve experience and outcomes for participants.

2.8.1 Participant Pathway

New specialised pathways are being rolled-out progressively across the country.

Based on extensive consultation with participants, families, carers, providers and sector representatives, the NDIA has continued to make significant improvements to the participant pathway. Changes have focused on embedding a more individualised approach with participants, and an emphasis on clearer communication to better support people with disability to achieve their goals. The changes include.

- Three pathways for tailoring approaches around the needs of the NDIS participant, including complex support needs and Early Childhood Early Intervention pathways;
- Two service streams for psychosocial disability and hearing, to deliver targeted support to provide participants with an experience more suited to their specific disability needs; and
- Four service enhancements to meet the communication and engagement needs of people from different backgrounds or areas, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, remote and very remote communities, and people who identify as LGBTIQ+.
- In response to participant feedback, a key improvement being rolled out is changes to the participant plan format, which now provides participants with a single point of contact. This contact is listed in each participant's plan document and in the myplace participant portal.

The **Complex Support Needs Pathway** is providing specialised support for people with disability that experience extraordinary complex support needs, and who have a greater need for coordination of multiple services. This may include voluntary or involuntary involvement in other government service systems (such as justice systems, child protection, and/or mental health programs) and transitional supports for returning to the community, for example, exiting incarceration or an acute rehabilitation environment.

In March 2019, the complex support needs pathway began expanding to all States and Territories, with ninety planners who have human service qualifications and/or extensive expertise in complex case coordination being transferred to the Complex Support Needs (CSN) Branch. These planners are supporting complex participants to easily access the Scheme and are closely monitoring their plans, including how the plans link to other mainstream services. Skilled support co-ordinators are also being connected to these participants to further assist with implementing plans and helping participants achieve their goals.

During the March 2019 quarter 305 children benefited from streamlined access to early intervention supports, through a stream developed in 2018 for **children aged 0 to 6 with newly diagnosed hearing loss**. The NDIA is now working on developing further hearing streams for participants aged 7 to 64, and has commenced consultation with key external stakeholders in the deaf community to provide input across key life transition points.

In addition, work is underway to transition eligible clients within the Commonwealth's Hearing Services Program (HSP) to the NDIS. This commenced in partnership with Australian Hearing at the beginning of March 2019. All eligible clients will transition by the end of June 2020.

The NDIA acknowledges that delays are occurring for children aged from 0 to 6 in accessing supports through the **Early Childhood Early Intervention program**. The reasons include the rapidity of the roll-out in some jurisdictions, where large numbers of files may be transferred on a single day, creating additional delays for new participants.

The NDIA is working expeditiously to reduce the wait times for children and to ensure that early intervention supports are provided as quickly as possible. This includes working with groups such as the Autism Advisory Group.

There is a continuing focus on **improving supports for people with psychosocial disability**. During the quarter foundational training was extended from the initial states of South Australia and Tasmania to include Victoria, Queensland, Western Australia, the Australian Capital Territory, and the Northern Territory. The training is designed to increase the skills of the workforce to better understand psychosocial disability. Its national rollout is expected to be completed by June 2019, and all new NDIA service delivery staff and Local Area Coordinators (LACs) will receive this training as part of their standard induction training.

Streamlined access for participants from Commonwealth psychosocial programs is available in all areas. Streamlined access for participants from State or Territory programs commenced in South Australia and Tasmania in November 2018, and in April 2019 the NDIA will finalise the timing for the remaining States/Territories. The NDIA has received positive feedback from mental health service providers in relation to improvements to the Streamlined Access process in South Australia and Tasmania. Service providers have also indicated improvements with consistency and responses from call centre staff when supporting clients to access the NDIS through Streamlined Access process.

The NDIA has produced 10 new resources on Access available to staff and providers. The NDIA has also held a series of Mental Health workshops in Tasmania and South Australia during February and March to health services and providers.

The NDIA continues to build staff skills and competencies, to improve the NDIS experience for participants from diverse backgrounds. This includes Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse groups, people living in remote or very remote communities, and participants identifying as LGBTIQ+. This is being achieved through:

- preparations for the implementation of service enhancements to support Aboriginal and Torres Strait Islanders in WA (Pilbara and surrounding communities);
- a new eLearning module "Contemporary Disability Rights" and a disability navigator for NDIA staff and partners—an online portal providing access to a suite of disability awareness resources which was released in February 2019; and
- a cultural awareness online training module, Celebrating Diversity: LGBTIQ+ Inclusion which was released to all NDIA employees in February 2019.

2.8.2 Independent Assessment Pilot (IAP)

High levels of participant engagement to support the NDIA's aim for greater consistency and reliability in access and planning decisions.

The IAP launched in November 2018 to better understand and assess the impact of disability for people accessing the NDIS. It aims to improve consistency, accuracy and reliability in access and planning decisions. People with autism spectrum disorder, intellectual disability and psychosocial disability, have been invited to join this voluntary pilot, to undertake a functional assessment with an independent assessor using standardised assessment tools.

The level of engagement from participants has been very positive, with 73% of those invited to join the pilot taking part and expressing high levels of satisfaction with the process (93% were “satisfied” or “very satisfied”). The pilot is on track to reach a target number of participants before closing at the end of April 2019. The NDIA will then conduct a detailed evaluation of its results.

2.8.3 Assistive Technology

Since February 2019, participants who require replacement of their existing AT (valued between \$1,500 and \$15,000) that is not repairable or has reached the end of its service life, may have funding included in their plan without the need for reassessment. Repairs and maintenance to AT, including the addition of an annualised amount can be included in a participant's NDIS plan

Further, as expenditure under \$1,500 no longer requires a quote, the wait times that have been experienced should reduce.

2.8.4 Hospital Discharge

The NDIA has been working in collaboration with South Australia Health to develop a Hospital Discharge Framework. The Framework aims to improve outcomes for patients / NDIS participants, with a timely and supportive experience of transitioning from hospital to community in a safe and timely way and with the supports that they need.

The Framework is guided by the premise that Health and the NDIS are centred on the needs of participants, and it acknowledges the important role that families and other informal supports play in the lives of participants, alongside community and mainstream services, and the NDIS.

The Framework will be tested and evaluated in a six month pilot commencing on 1 April 2019, with the intent to implement a nationally consistent approach for hospital discharge in all jurisdictions. The Framework includes scope, roles and responsibilities, improved processes, and key performance indicators focused on improving timeliness and minimising delays in the discharge process.



Six year old Emma was born with a hearing impairment and several other health complications. She initially struggled with verbal communication and shed a lot of tears when she couldn't express herself.

“Since the NDIS we have noticed big changes in Emma’s speech – she is able to chat with her friends and classmates and it’s just phenomenal” says Emma’s mum Jennv.

Part Three: Providers and the growing market

More providers are registered to provide supports and work is underway to encourage innovation.

3.1 Growth and diversity of providers

The provider network grows, increasing participants' capacity to exercise choice and control.

Access to a growing, vibrant and competitive provider market is vital to participants achieving their goals. At 31 March 2019, there were a total of 20,208 registered providers, representing 6% market growth on last quarter. Of the total number of providers, 57% (or 11,418) were active at 31 March 2019.

An active provider is an individual or organisation that has been registered with the NDIS and is offering services to participants. An inactive provider is an individual or organisation who has registered with the NDIS, but is not currently offering services to participants.

The jurisdictions that experienced the highest level of growth in active providers were Queensland with a 22% increase, and Western Australia with a 17% increase.

The largest registration groups in the NDIS, including both active and inactive providers, which experienced growth this quarter were:

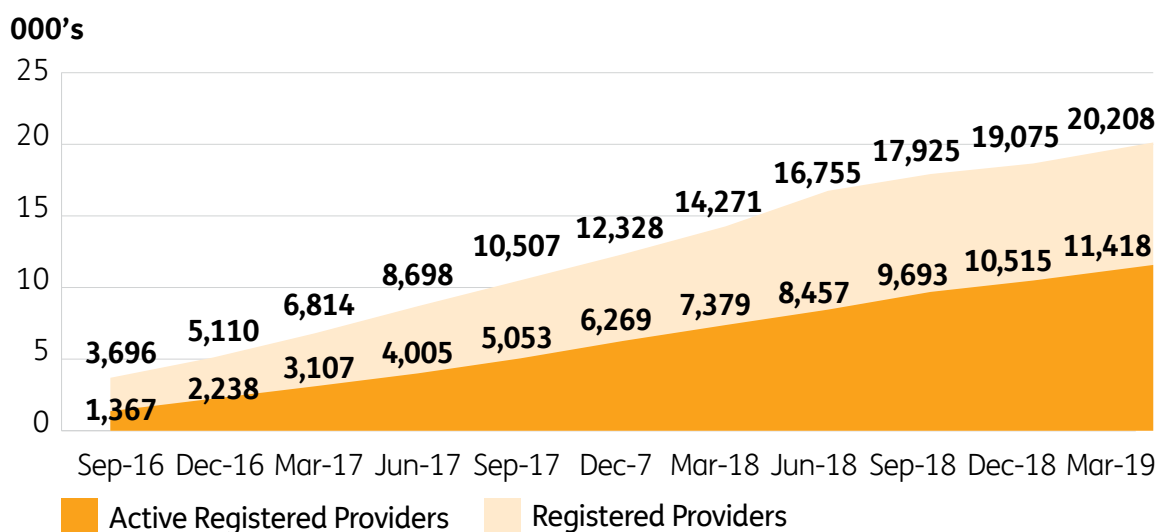
- **Therapeutic supports** from 8,993 to 9,636 (7% increase)
- **Household tasks** from 5,283 to 5,883 (11% increase)
- **Assistance with travel/transport arrangements** from 3,912 to 4,334 (11% increase)
- **Innovative Community Participation** from 2,925 to 3,328 (14% increase)
- **Early Intervention supports for early childhood** from 2,997 to 3,151 (5% increase)

Of the total number of registered providers, 45% are individual / sole traders and 55% are organisations/companies.

The highest level of growth in **active** providers was demonstrated in the following registration groups:

- **Specialist Disability Accommodation** from 118 to 140 (19% increase)
- **Innovative Community Participation** from 314 to 361 (15% increase)
- **Exercise Physiology and Physical Wellbeing activities** from 653 to 743 (14% increase)

Specialist Disability Accommodation (SDA) is a fast growing and significant provider registration group. There are currently 12,356 participants with SDA in their plan, representing an increase of 13% since last quarter.

Figure 26: Growth in registered providers

The NDIA recognises the integral role a safe and competitive provider market plays in the success of the Scheme.

The NDIS Quality and Safeguards Commission, launched on 1 July 2019, continues to manage provider registrations in New South Wales and South Australia, and will commence operations in all other States and Territories by July 2020.

3.2 New NDIS Demand Tool

Helping providers grow in the NDIS.

In a separate initiative, during the March 2019 quarter a new NDIS demand forecast tool was released by the Department of Social Services. The NDIS Demand Map is designed to help providers grow in the NDIS. It includes forecasts of the NDIS demand by postcode across Australia, including how many NDIS participants are expected to live in a postcode, how much participants are expected to spend and on what types of support, and how many workers may be required.¹⁷

3.3 Innovative approaches to services and supports

Increasing opportunities for participant choice.

The NDIA is developing a strategy to encourage growth of new and better services across Australia, which will increase opportunities for participant choice. The strategy will identify contemporary and innovative approaches to supports and services that build participant capacity, seek to increase independence, and encourage social inclusion.

Contemporary approaches already exist either locally or internationally and have clear evidence to demonstrate improved outcomes for people with disability.

Innovation, or innovative support models, are novel approaches likely to have high demand across Australia. They can be evaluated to demonstrate how participants will be enabled to achieve their goals and improve their outcomes even further.

¹⁷ A beta version of the Demand Map is located at <https://blcw.dss.gov.au/ndis-demand-map/>

The strategy will outline the NDIA's vision for an innovative marketplace with informed participants and families, and how the NDIA plans to achieve this vision. The NDIA will consult with a range of stakeholders including participants, providers and industry leaders, ahead of releasing the strategy later in the year.

3.4 NDIS Pricing

Changes made to the NDIS Price Guide improve maximum prices available in the market.

The NDIA is acutely aware of its role as market steward and the need to set prices that encourage market development, particularly in thin markets.

Supplementing the work of the Independent Pricing Review, which is currently being implemented, and the Western Australia Market Review, the NDIA has undertaken extensive consultation on therapy prices and pricing for attendant care. That work, initiated and promoted by the NDIA, has been rigorous and fact-based, using extensive data not previously available to the Independent Pricing Review.

As a consequence, it was announced towards the end of the quarter that from 1 July 2019 significant price increases will be made for both therapy and attendant care.

More specifically in the case of therapy supports, in New South Wales, Victoria, Queensland and the Australian Capital Territory, differential prices were set for psychology supports versus other types of therapy, with increases of 17% and 6% respectively. In addition, for South Australia, Western Australia, Tasmania and the Northern Territory, differential prices were set for psychology, physiotherapy and other therapies, with increases of 28%, 23% and 6% respectively.

In relation to attendant care, increases of between 5.6% and 15.4% to the base price for attendant care, depending on location, times and days of shifts, and skill level will be available from 1 July 2019. In addition, a Temporary Transformation Payment of 7.5% will also be made to providers, reducing by 1.5% each year over 5 years. This conditional loading will assist providers continue to transform their businesses as the market evolves.

Overall, the increases will help ensure the availability of supply in the attendant care and therapy markets, thereby assisting participants to achieve their goals.

3.5 Specialist Disability Accommodation (SDA)

SDA is a fast growing and significant provider registration group that experienced a 19% growth in the quarter (118 to 140) for active SDA providers. This coincided with the number of participants with SDA in their plan increasing by 13%. During the quarter an additional 746 places in SDA properties became available to NDIS participants.

On 8 February 2019 the Minister and Assistant Minister announced a package of reforms to SDA, following a review of the SDA Pricing and Payments Framework by the Disability Reform Council (DRC) in 2018.

The changes announced include a revised SDA Pricing and Payments Framework and revised SDA Rules, to:

- Recognise the centrality of choice and control in SDA for eligible participants
- Provide greater visibility and certainty to investors regarding pricing
- Embed a requirement for the NDIA to provide quarterly updates on SDA data
- Embed the establishment of an SDA Reference Group by the NDIA
- Remove the requirement for participants to exhaust all other options before they can have their eligibility for SDA considered
- Enable the NDIA to provide SDA funding in a plan even if a dwelling is not available or soon to be available.

Since the announcement the NDIA has:

- Published an updated 2018-19 SDA Price Guide which includes the final SDA pricing assumptions, adjusts SDA prices for the 2018-19 financial year using CPI, and confirms that CPI will be used to adjust prices going forward
- Internally launched the SDA Panel, an improved process for determining SDA eligibility that was initially trialled last year. Starting from February 2019, all new SDA eligibility decisions are now referred to an internal panel of experts for consideration. The SDA Panel is already leading to more consistent and timely SDA decisions as it assists to implement the recently revised SDA Rules.
- Published updated SDA data in its reports to COAG (including this report). The data provided expands on that provided last quarter and now includes more information on the distribution of demand, and improved detail on enrolled dwellings. The NDIA will continue to expand and update SDA data in future reports.
- Announced the establishment of the SDA Reference Group. The NDIA has appointed members who represent the variety of SDA stakeholders through an open expression of interest process. The first meeting was held in March 2019.
- The NDIA will continue improving SDA in 2019, with plans underway to:
 - Launch a new third party dwelling certification program to increase the surety of providers that their dwellings comply. The certification process will allow providers to have their dwellings certified at the design phase.
 - Announce an SDA Innovation Plan that will detail the actions the NDIA will take to encourage more innovation in SDA and accommodation and support models.



Kenny Dhurrkay is from Milingimbi Island which is part of the Crocodile Island Group in the Arafura Sea.

It is approximately half a kilometre off the north coast of Central Arnhem Land, 440 km east of Darwin and 200 km West of Nhulunbuy. This is the first ever scooter in Milingimbi. It will allow Kenny, who has demyelination syndrome, to have greater community access and participation.

Part Four: Information, Linkages and Capacity Building (ILC)

New ILC grant rounds increase the capacity of Australian organisations to support people with disability.

4.1 Building inclusive communities

New Economic Participation grants announced to boost employment opportunities for people with disability.

The NDIA introduced the 'ILC Strategy Towards 2022' in December 2018, which will guide investment of almost \$400 million in ILC funds from 2019-20 to 2021-22.

ILC provides grants to organisations to carry out activities in the community. Activities that are funded seek to create connections between people with disability and the communities in which they live, encouraging inclusion and participation and promoting a diverse Australian society. The outcome sought through these activities is that people with disability, their families and carers actively contribute to leading, shaping and influencing their community. In doing so ILC seeks to ensure that people with disability, their families and carers:

- Have the knowledge, skills and confidence to participate and contribute to the community
- Are connected and have the information they need to make choices and decisions
- Use and benefit from the same mainstream services as everyone else
- Use and benefit from the same community activities as everyone else

To date, the NDIA has allocated 222 grants totalling \$85.9 million (excluding GST) to organisations across Australia to deliver a wide range of ILC initiatives.

In addition to this, the NDIA has recently announced that 114 Disabled Peoples Organisations and Families Organisations (DPFOs) will share in \$13.8 million in grants, including 13 organisations led by Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD) or LGBTI communities, which will benefit from \$1.6 million in grants.

The DPFO grant round will lay the foundations for a stronger DPFO sector, building the overall capacity of user led disability organisations to better support, connect and foster the capacity of people with disability in the community.

The **ILC Economic Participation of People with Disability** grant round 2019-20 opened on 15 February 2019. Working with the NDIS Participant Employment Taskforce, the goal of the Economic Participation of People with Disability grant round is to build the capacity of businesses and organisations to employ people with disability through community engagement, improved resources and training.



For Elizabeth, getting a job was always going to happen,” says Elizabeth Frost’s mother Kim.

With no funded support when she left school, Elizabeth found the transition from school to employment challenging.

As an NDIS participant since 2017, and funding to support her goals and everyday needs, Elizabeth has one-to-one support to assist her to learn how to cook, perform household tasks, and access the community.

She now works as part of the team in the kindergarten room at JAC’s Learning World, employed with the same entitlements as the other child care assistants. Elizabeth is more independent, with a strong friendship group, and a network of colleagues and extended family.

Part Five: Financial sustainability

A financially sustainable Scheme focuses on outcomes that will support participants now and across their lifetime.

5.1 Delivering within budget

The NDIS remains within budget.

The NDIS has been within budget each year of its operation. The NDIS remains within budget in the third quarter of 2018-19 and is projected to remain within budget for the whole financial year.

After almost three years into the full scheme roll out of the NDIS, States and Territories have entered the Scheme on time and according to schedule together with a large number of new participants who have not received funding before. Despite this, the number of participants currently entering the Scheme is lower than the bilaterally agreed estimates of participants for transition to full scheme.

The transition bilateral estimates across the States and Territories is approximately 377,000 at 30 June 2019, compared with 287,000 actionable records received by the NDIA. An actionable record relates to a person who could be contacted, who met the access requirements and whose records were provided to the NDIA. The difference of 90,000 between bilateral estimates and actionable records includes duplicates, deceased individuals, or information that did not allow the NDIA to identify or contact individuals¹⁸.

In 2017-18, \$7.7 billion was committed in plan supports, with \$5.3 billion paid. This represents a utilisation rate of 69% and reflects the increased proportion of first plans approved in the year (see page 38).

As participants grow in confidence their use of NDIS plan funding increases. Experience shows that participants on average use 48 per cent of their funding in their first plan, which increases to 72 per cent by their fourth plan. This is to be expected in such a large-scale shift from block funding to a system centered on participant choice and control. The difference between committed and paid supports will narrow as the Scheme matures and participants utilise more of their plan supports.

Figure 27: Committed supports (\$m) and payments¹⁹

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1-Q3	Total
Total Committed	132.8	496.9	939.4	3,236.1	7,719.6	10,101.3	22,626.1
Total Paid	85.8	370.9	704.0	2,179.1	5,345.4	6,195.4	14,880.5
% utilised to date	65%	75%	75%	67%	69%		66% ¹⁵

¹⁸ Approximately 9,000 additional records were received between 31 December 2018 and 31 January 2019. The number of actionable records reported in Senate Estimates by the NDIA CEO Mr Rob De Luca was 278,000.

¹⁹ Only committed supports expected to be used by 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

5.2 Addressing Scheme pressures

Pressures on the NDIS have been identified and are being responsibly managed.

The primary drivers of costs to the NDIS include the number of participants, the amount of support allocated to each plan, how that allocated amount will change over time, the utilisation of individual supports, and the rate at which participants exit the Scheme. It is the responsibility of the NDIA to monitor primary pressures, detect any associated risks and manage them appropriately, using the insurance-based structure as a means to evaluate emerging experience against expectations.

The current primary financial pressures relate to:

1. Scheme access and on-going eligibility

The number of children in the Scheme is higher than expected, and the number of participants transitioning out of the Scheme who have entered under the early intervention criteria is lower than expected.

2. Participant costs

Plan budgets continue to grow by more than expected solely due to inflation and ageing. This is particularly the case for participants in SIL and SDA, where costs are higher than expected.

Specific management responses are being developed to address the two primary sustainability pressures:

Participant Pathway Review

The NDIA is working on strengthening the 'outcomes focus' of the Participant Pathway Review to improve participant satisfaction and enable individuals to reach their goals, while also increasing the consistency and reliability of access and plan budget decisions.

This includes the Independent Assessment Pilot which was launched in November 2018.

Reference package and guided planning process

To better align a participant's support package with their level of function, the NDIA introduced the reference package and guided planning process, which works to ensure that the right assessment questions and tools are being used to inform plan decisions. A review has commenced to incorporate new learnings since the reference package and guided planning process was first implemented.

Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA)

The NDIA is working on consistent and equitable decisions for those seeking access to SIL and SDA, which constitutes a large proportion of NDIS cost.

The NDIA continues to monitor and address emerging pressures and implement strategies to combat risk. Improving data quality, tools and reporting supports the management team to make quick and efficient decisions. Consequently, the Scheme continues to remain financially sustainable and invested in the experience and outcomes of its participants.



Shelly Lynde shed tears of happiness when she arrived at her son Alex's school and was told by his support worker that a little boy in his class had asked to play with him. By the end of lunchtime, a little girl had joined the two boys and the seeds of friendship were firmly sown.

"Socialisation is a bit of a challenge for Alex," Shelly said.

"But I've always found that the other children at kindy and at school are beautiful towards him. The kids don't judge, they just think 'that's just Alex and he has a support worker but who cares'".

Part Six: Staff, advisory groups and the NDIS community

A strong and dedicated NDIS community delivers the best possible experience for participants.

6.1 Official opening of the new NDIA National Office in Geelong

The new NDIA National Office was officially opened on 8 March 2019, with staff moving in from early April.

The state-of-the-art accessible building, located at the site of the heritage listed Carlton Hotel in Malop Street, Geelong, will house approximately 600 NDIA staff, centralising the NDIA's national operations.

The new NDIA office exceeds building accessibility standards, with wider access to accommodate wheelchairs and scooters, self-opening and closing doors to cater for staff with varying abilities, and integrated braille signage throughout. Meeting rooms are equipped with hearing loops, the kitchens have accessible sinks and there is the ability to adjust lighting levels to meet staff needs, including for people who experience light sensitivity.

Almost 12 per cent of NDIA employees identify as having a disability, so this new office will ensure the NDIS's workforce has the accessible facilities, technologies and work environment needed to continue the important work underway to deliver the NDIS to Australians with disability.



6.2 Collaborating with NDIS stakeholders

The NDIS is improving participant experience with the support of the disability community.

The NDIA is working inclusively with stakeholder groups and the disability community to reflect participant needs. Specific sector engagement activities that occurred during the quarter are outlined below.

Participant Employment Taskforce

In November 2018 the Department of Social Services and the National Disability Insurance Agency formed a participant employment taskforce, to recommend measures to improve employment outcomes for NDIS participants (see page 41).

Since January 2019 the Taskforce has been engaging with a range of stakeholders who are active in the delivery of NDIS employment supports or invested in improving participant employment outcomes. These have included:

- Participants, Parents, Carers and Advocates
- Providers, including Australian Disability Enterprises (ADEs)
- NDIA Planners and Local Area Coordinators (LACs)
- Government, Education and Peak Bodies

Consultations have occurred in Geelong, Canberra, Sydney and Hobart. Further consultations will be undertaken with service delivery staff, rural and remote communities, Aboriginal and Torres Strait Islander people, and employers.

The insights from the stakeholder consultations will inform recommendations for the Taskforce and development of an NDIA Participant Employment strategy. This strategy will guide the NDIA over the next 3-5 years to become a leader and advocate of disability employment, and to improve employment outcomes for participants and people with disability more broadly.

Independent Assessment Pilot

The Independent Assessment Pilot aims to improve consistency, accuracy and reliability in decision-making, delivering fair plan outcomes and access decisions for all participants (see page xx).

The NDIA has engaged with external stakeholders, including members of peak organisations for Autism Spectrum Disorder, Intellectual Disability and Psychosocial Disability, since the pilot was launched in November 2018. The NDIA continues to engage extensively with partner organisations, participants and participant representatives in evaluating the pilot's success.

Autism Advisory Group

The NDIA and Autism Advisory Group continue to work together to improve life outcomes for people with autism spectrum disorder. The current joint focus is on reducing the waiting time for children in the ECEI program who are waiting to receive supports.

Blind Citizens Australia

In January 2019 the NDIA launched a new NDIS website, to be more accessible, easier to navigate, user-friendly, and to improve the experience of people accessing it. Consultation with participants, families, carers, providers and sector representatives was vital in its development and testing. This included members of **Blind Citizens Australia**, who assisted the NDIA to better meet the needs of blind and vision-impaired people.

Specialist Disability Accommodation (SDA) Reference Group

A Specialist Disability Accommodation (SDA) Reference Group was formed in March 2019, with the aim to support the development of the SDA market, increase choice and control for participants, and ensure the long term viability of SDA investment.

Membership includes key Department of Social Services, NDIS Quality and Safeguards Commission and NDIA staff, participants, SDA providers, investors and financiers, developers, and research and policy organisations.

Deaf Australia and Deafness Forum Australia

The NDIA has commenced working with peak organisations **Deaf Australia** and **Deafness Forum Australia** to provide input on how the NDIA can improve the experience of participants with a hearing loss, and on issues impacting the provider market.

6.3 NDIS Contact Centre

Customer experience improves for first point of contact with the NDIS.

The provider responsible for operating the NDIS Contact Centre since June 2018 has made consistent improvements to call response times, wait times and abandoned call rates for enquires made to the NDIS.

Between June 2018 and the end of March 2019 the Contact Centre answered over 890,000 phone calls and responded to over 65,000 emails.

The **average answer speed** is consistently at **28 seconds**.

The Contact Centre is contracted to reach a **weekly service level** of 80% of calls answered within 60 seconds. At end of the March 2019 quarter it was achieving a service level of just over **83%**.

Average **abandonment rates** are 1.25%, an improvement from 1.5% at the end of December 2018

The rate of **email enquiries being resolved** within the first response to the sender has risen from 80% in December 2018 to **83%** in March 2019. The last reported resolution rate prior to commencement of the new contact centre provider was 70%.

The Contact Centre is striving to improve its customer service levels, to provide an improved experience for participants and providers, and increased public engagement with the Scheme.

6.4 Building a high performing NDIA

The NDIA invests in staff training to support Agency growth.

In line with the accelerated roll-out of the Scheme, the NDIA has significantly increased the number of staff directly supporting the development of plans for participants. In the second half of 2018, the number of Planners increased by 422 to 1,764. The total workforce (including partners in the community) increased by 2,210 in the sample period (from 7,563 to 9,773). In addition, planners with deep experience were re-allocated to support the roll-out of the Complex Pathway.

At 31 March 2019 the NDIS workforce was 10,664, including 3,327 Australian Public Service Employees and 5,283 people employed by NDIS Partners in the Community.

Since July 2018, approximately 2,000 new planners and Local Area Coordinators (LACs) have participated in a new 6 week induction program. The program includes face-to-face, eLearning and on-the-job training that covers the key knowledge and skills required for service delivery staff.

Over 6,500 hours of training has been delivered to service delivery staff to support the pathways reform implementation. Training has now been fully rolled out in Western Australia, Tasmania, Northern Territory, New South Wales and Australian Capital Territory, and will be completed by the end of May 2019 in the remaining locations.

Other areas of focus for skill development in 2019 has included disability awareness, cultural awareness of Aboriginal and Torres Strait Islander peoples, LGBTIQ+, and Culturally and Linguistically Diverse people. In addition, Family and Gender Based Violence Prevention eLearning was deployed as part of White Ribbon Accreditation, with over 80 per cent of NDIA managers completing the training within four weeks of release.



After struggling with fatigue but needing regular exercise to maintain her health, Sue was able to get funding for an exercise physiologist twice a week to tailor her workouts to suit her capabilities.

“The NDIS has been fabulous because exercising had been difficult. A lot of people don’t understand MS and therefore going to gyms was really hard.

“We went on holidays to Adelaide at the end of last year and I rode a bike for the first time, because in the past I had no balance at all.

“It’s been life-changing because my whole mental attitude has changed and I feel like I have hope and that I’m going to be strong in the future.”

Appendix A:

Key definitions

Aboriginal and/or Torres Strait Islander:

Response of: Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

Access request: A formal request by an individual for a determination of eligibility to access the Scheme.

Access requirements: The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

Active participant: Those who have been determined eligible and have not exited the Scheme.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

Assistive Technology (AT): The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

Bilateral Agreement: An agreement between the Commonwealth and a State or Territory that formalises the commitments of each party during the Scheme rollout.

Bilateral estimates: Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory over the next three years. These figures are estimates only.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD):

Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Early Childhood Early Intervention (ECEI):

An approach which supports children aged 0-6 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECEI program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

Information, linkages and capacity building (ILC):

The activities that will be supported by the NDIS to promote the social and economic inclusion of all people with disability.

In-kind: Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Mainstream services: The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market: Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as ‘the Agency’.

National Disability Insurance Scheme (NDIS): A new way of providing support for Australians with disability, their families and carers. In this report the NDIS is also referred to as ‘the Scheme.’

Outcomes framework questionnaires: One way in which the Agency is measuring success for people with disability across eight different life domains.

Payment: Made to providers, participants or their nominees for supports received as part of a participant’s plan.

Participant: An individual whose access request has been determined ‘eligible’. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25). If a participant is in a “defined” program, they automatically meet the access criteria because that program is deemed to be eligible in line with the access criteria in the NDIS Act.

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the Agency will pay for that support.

Revenue: The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

Registered provider: An approved person or provider of supports that has met NDIS registration requirements.

Specialist Disability Accommodation (SDA): Specialist Disability Accommodation (SDA) refers to accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

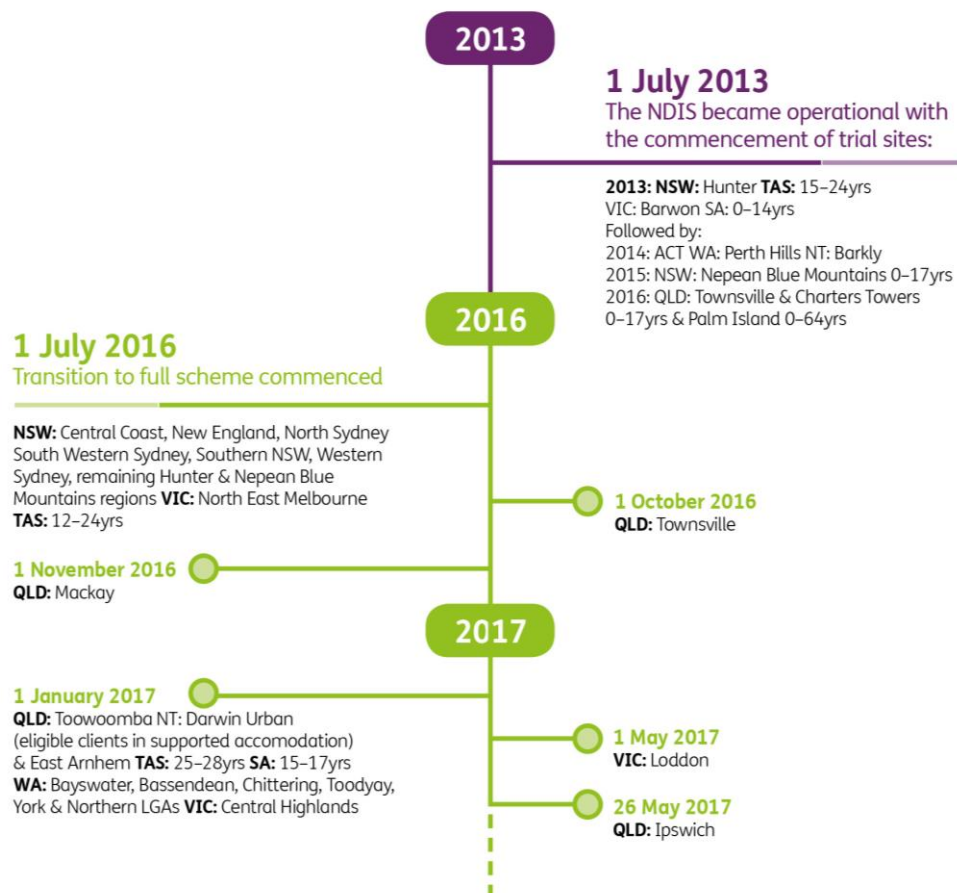
Quality and safeguards: Quality is about ensuring people receive good supports and safeguarding is about keeping people safe from harm. Features of quality and safeguarding systems generally include systems for handling complaints, staff screening processes and service provider standards checks.

Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS, including the progress that has been made to date and where the Scheme is being implemented next.

Figure B.1 NDIS roll-out schedule





Appendix C:

Operational progress

The following tables compare plan approvals (including ECEI) against operational targets and bilateral estimates.

The comparisons are made on different bases:

- Table C.1 compares plan approvals in 2018-19 against operational targets.
- Table C.2 compares plan approvals in 2018-19 against bilateral estimates, split by Existing and New or Commonwealth participants.
- Table C.3 compares total plan approvals to date (since 1 July 2013) against bilateral estimates, split by trial and transition.

Operational targets are lower than bilateral estimates to reflect a shortfall in the number of State/Territory participants that are able to enter the Scheme. There are multiple reasons for the shortfall, including difficulties in contacting potential participants; some individuals not wanting to enter the Scheme; insufficient records; and some individuals being ineligible or no longer requiring support.

The 2018-19 bilateral agreements have estimates split by State/Territory transitioning participants and those who are new or from Commonwealth programs, with the exception of ACT where the NDIS was fully available from 1 July 2016 and there is no ongoing schedule of participant intake estimates. For New South Wales and South Australia, the existing component of the transition bilateral agreements has been completed. The relative mix of State/Territory and New/Commonwealth participants estimated in the bilateral agreements differs by jurisdiction.

Table C.1 Plan approvals operational progress in 2018-19^{1,2}

State/Territory	2018-19 Actionable data available (operational target)	2018-19 Plans approved (incl. ECEI), relating to actionable data	% of 2018-19 operational target met
NSW	12,013	12,592	105%
VIC	29,929	29,776	99%
QLD	26,408	28,897	109%
WA	4,326	3,105	72%
SA	8,621	8,757	102%
TAS	1,768	2,048	116%
ACT			
NT	1,801	1,446	80%
Total	84,865	86,621	102%

Table C.2 Plan approvals in 2018-19 (including confirmed ECEI referrals) compared to estimates^{3,4,5}

	2018-19 plans approved (incl. ECEI)			2018-19 bilateral estimates			Comparison for 2018-19 plan approvals (incl. ECEI) with 2018-19 bilateral estimates		
State/Territory	Existing	New/CW	Total	Existing	New/CW	Total	Existing	New/CW	Total
NSW	1,222	11,370	12,592		19,803	19,803		57%	
VIC	19,477	10,299	29,776	26,706	10,763	37,468	73%	96%	79%
QLD	17,654	11,243	28,897	25,313	21,499	46,812	70%	52%	62%
WA	1,988	1,117	3,105	3,020	2,014	5,034	66%	55%	62%
SA	4,704	4,053	8,757		4,745	4,745		85%	
TAS	671	1,377	2,048	1,449	2,606	4,054	46%	53%	51%
ACT	11	812	823						
NT	999	447	1,446	1,781	756	2,537	56%	59%	57%
Total*	40,789	39,906	80,695	58,269	62,185	120,454	70%	64%	67%
Total	46,726	40,718	87,444						

*Total excluding jurisdictions with nil bilateral estimates in 2018-19.

Table C.3 Plan approvals to date (including confirmed ECEI referrals) compared to estimates⁶

	All plans approved (incl. ECEI)			Total bilateral estimates			Comparison for all plan approvals (incl. ECEI) with bilateral estimates		
State/Territory	Trial	Transition	Total	Trial	Transition	Total	Trial	Transition	Total
NSW	9,609	92,354	101,963	12,111	123,245	135,356	79%	75%	75%
VIC	5,282	66,488	71,770	5,289	82,876	88,165	100%	80%	81%
QLD	361	45,675	46,036	600	77,367	77,967	60%	59%	59%
WA	2,494	4,933	7,427	2,493	8,107	10,600	100%	61%	70%
SA	7,117	20,370	27,487	8,500	22,202	30,702	84%	92%	90%
TAS	1,162	5,152	6,314	1,125	7,804	8,929	103%	66%	71%
ACT	4,098	3,563	7,661	4,278	797	5,075	96%	447%	151%
NT	155	2,136	2,291	149	4,011	4,160	104%	53%	55%
Total	30,278	240,671	270,949	34,545	326,409	360,954	88%	74%	75%

¹ Excludes ACT participants approved in 2018-19. Existing participants in NSW and SA are still subject to an operational target in 2018-19.

² WA bilateral estimates and operational targets include NDIA trial sites only. Total plans approved exclude 6,011 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS this year.

³ Ibid.

⁴ The total excluding jurisdictions with nil bilateral estimates in 2018-19 is not equal to the total in Table C.1 because it excludes Existing participants in NSW and SA approved in 2018-19.

⁵ Note: 'CW' stands for Commonwealth.

⁶ WA bilateral estimates include NDIA trial sites only. Total plans approved exclude 6,206 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS.

Appendix D:

Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme on participants. These questionnaires are one way the NDIA is measuring scheme outcomes. These questionnaires include baseline measures for assessing future outcomes. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers tracks how participants are progressing across eight life domains:

- **Choice and Control:** Includes independence, decision-making and whether the participant would like to have more choice and control in their life.
- **Relationships:** Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.
- **Health and Wellbeing:** Relates to health, lifestyle and access to health services.
- **Work:** Explores participants' experiences in the workforce and goals for employment.
- **Daily Living Activities:** Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.
- **Home:** Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.
- **Lifelong Learning:** Includes educational, training and learning experiences.
- **Social, Community and Civic Participation:** Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the Agency can track the type of supports that lead to the best outcomes.

Appendix E:

National

Part One: Participants and their plans

Table E.1 Plan approvals compared to estimates – NATIONAL⁷

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NATIONAL	233,165	32,486	265,651	277,155	360,954

Table E.2 Quarterly intake split by plan and entry type since 1 July 2013 – NATIONAL⁸

	Prior Quarters	2018-19 Q3	Total
Access decisions	327,574	25,586	353,160
Access Met⁹	280,259	19,214	299,473
State	166,485	7,067	173,552
Commonwealth	26,803	2,218	29,021
New	86,971	9,929	96,900
Total Participant Plans	244,654	43,990	277,155
State	136,817	17,603	154,420
Commonwealth	22,663	3,079	25,742
New	73,685	11,804	85,489
ECEI ¹⁰	11,489	11,504	11,504
Total Participant Plans	244,654	43,990	277,155
Early Intervention (s25)	43,498	5,298	48,796
Permanent Disability (s24)	189,667	27,188	216,855
ECEI ¹¹	11,489	11,504	11,504

Table E.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – NATIONAL

Exits	
Total participant exits	6,580
Early Intervention participants	1,993
Permanent disability participants	4,587

⁷ In this table the 265,651 participants include the 6,206 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

⁸ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 86% of people with a hearing impairment met the access criteria compared to 75% overall.

⁹ The number of people who have had their access met is higher than the number of approved plans. This is because a large number of these people are due to phase in during future quarters.

¹⁰ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹¹ Ibid.

Table E.4 Cumulative position by services previously received – NATIONAL^{12,13}

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	14,886	2,038	13,354		30,278	34,545	88%
End of 2016-17	54,118	6,082	30,420	6,134	96,754	115,032	84%
End of 2017-18	105,659	16,961	53,568	7,768	183,956	240,500	76%
End of 2018-19 Q1	120,107	19,616	62,415	6,656	208,794	273,059	76%
End of 2018-19 Q2	136,817	22,663	73,685	11,489	244,654	315,721	76%
End of 2018-19 Q3	154,420	25,742	85,489	11,504	277,155	360,954	75%

Table E.5 Cumulative position by entry into the Scheme – NATIONAL^{14,15}

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention ¹⁶	Permanent Disability ¹⁷	ECEI	Total		
Trial	12,193	18,085		30,278	34,545	88%
End of 2016-17	21,421	69,199	6,134	96,754	115,032	84%
End of 2017-18	33,905	142,283	7,768	183,956	240,500	76%
End of 2018-19 Q1	38,206	163,932	6,656	208,794	273,059	76%
End of 2018-19 Q2	43,498	189,667	11,489	244,654	315,721	76%
End of 2018-19 Q3	48,796	216,855	11,504	277,155	360,954	75%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table E.6 Participant profile per quarter by Aboriginal and Torres Strait Islander status – NATIONAL

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	12,411	5.5%	1,892	5.8%	14,303	5.5%
Not Aboriginal and Torres Strait Islander	203,294	89.7%	28,261	87.1%	231,555	89.4%
Not Stated	10,913	4.8%	2,300	7.1%	13,213	5.1%
Total	226,618	100%	32,453	100%	259,071	100%

¹² The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

¹³ In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

¹⁴ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

¹⁵ In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

¹⁶ Participants who met Section 25 of the NDIS Act for access

¹⁷ Participants who met Section 24 of the NDIS Act for access

Figure E.1 Number and proportion of Aboriginal and Torres Strait Islander participants over time incrementally (left) and cumulatively (right) – NATIONAL¹⁸

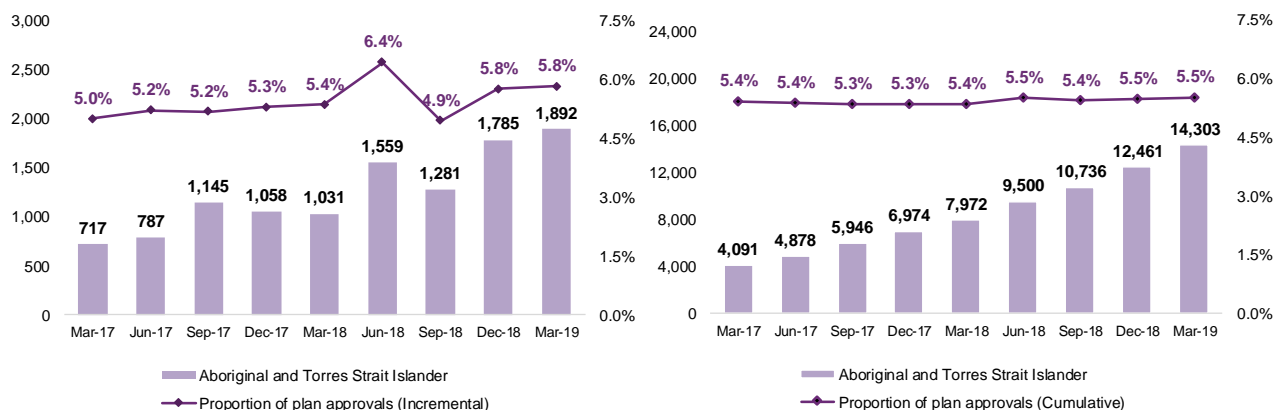


Table E.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NATIONAL

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
CALD	18,190	8.0%	3,011	9.3%	21,201	8.2%
Not CALD	204,238	90.1%	27,561	84.9%	231,799	89.5%
Not Stated	4,190	1.8%	1,881	5.8%	6,071	2.3%
Total	226,618	100%	32,453	100%	259,071	100%

Figure E.2 Number and proportion of culturally and linguistically diverse participants over time incrementally (left) and cumulatively (right) – NATIONAL¹⁹

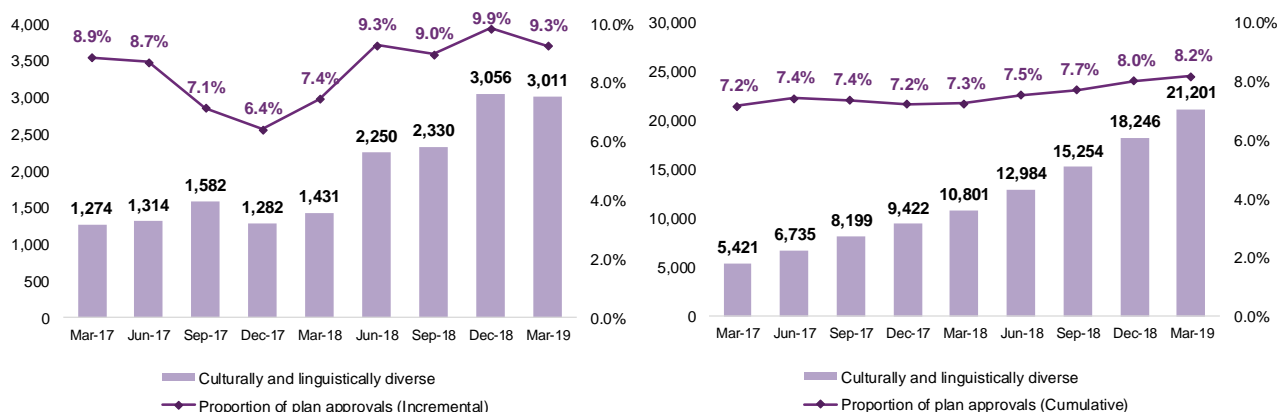


Table E.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NATIONAL²⁰

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
YPIRAC	3,654	1.6%	439	1.4%	4,093	1.6%
Not YPIRAC	222,964	98.4%	32,014	98.6%	254,978	98.4%
Total	226,618	100%	32,453	100%	259,071	100%

¹⁸ The methodology for the cumulative chart has changed compared to the previous report. The chart now shows active participants as at each quarter over time rather than active participants as at the current quarter. The incremental numbers represent the number of new participants that have entered in each quarter. Data is not available prior to March 2017.

¹⁹ Ibid.

²⁰ Young People in Residential Aged Care (YPIRAC) refers to all people who enter an aged care facility prior to age 65. In the NDIS, at the end of the quarter, 157 participants (3.8%) were under 45 years, 2,477 (60.5%) were between 55 and 64 years and 773 (18.9%) were 65 years or over.

Figure E.3 Number and proportion of YPIRAC participants over time incrementally (left) and cumulatively (right) – NATIONAL²¹

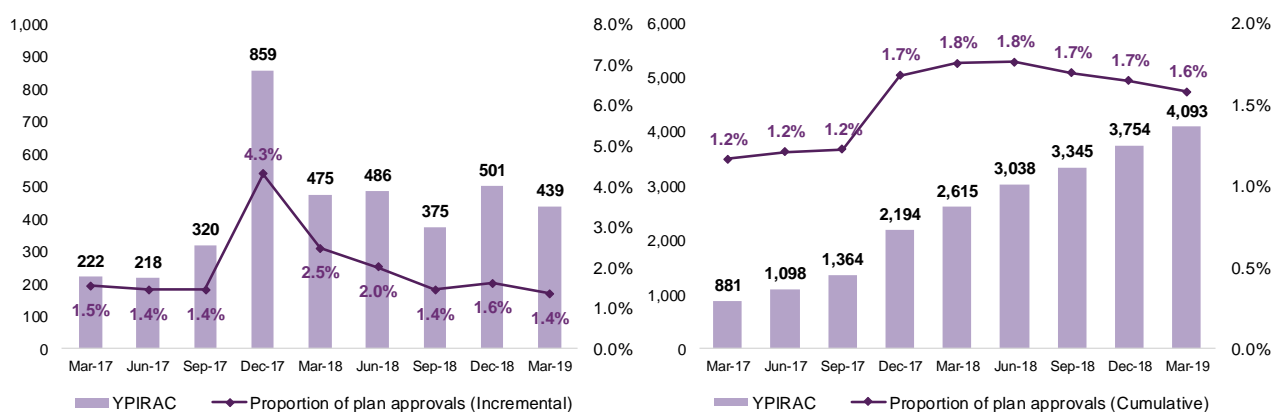
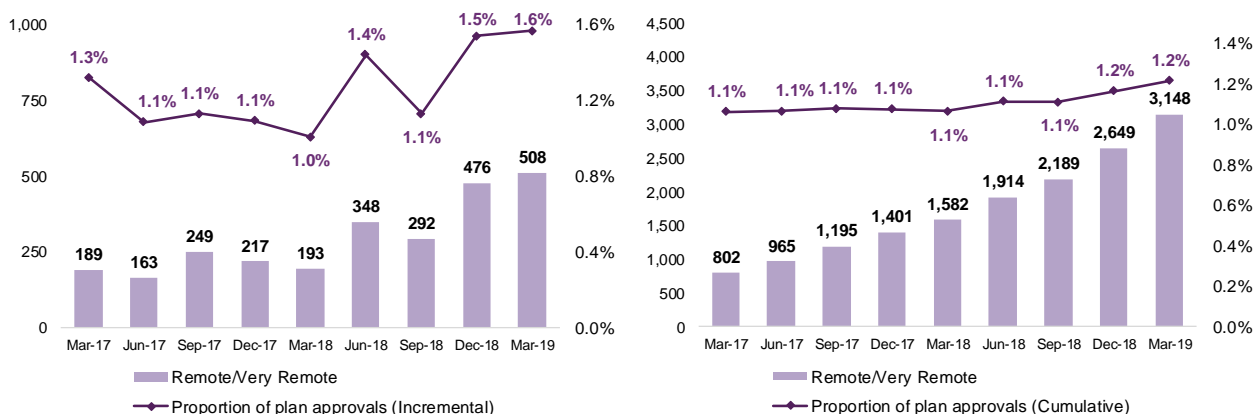


Table E.9 Participant profile per quarter by remoteness – NATIONAL^{22,23}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	149,085	65.9%	23,427	72.3%	172,512	66.7%
Population > 50,000	25,893	11.5%	3,048	9.4%	28,941	11.2%
Population between 15,000 and 50,000	20,800	9.2%	2,264	7.0%	23,064	8.9%
Population between 5,000 and 15,000	11,462	5.1%	1,139	3.5%	12,601	4.9%
Population less than 5,000	16,257	7.2%	2,029	6.3%	18,286	7.1%
Remote	1,579	0.7%	371	1.1%	1,950	0.8%
Very Remote	1,061	0.5%	137	0.4%	1,198	0.5%
Missing	481		38		519	
Total	226,618	100%	32,453	100%	259,071	100%

Figure E.4 Number and proportion of remote/very remote participants over time incrementally (left) and cumulatively (right) – NATIONAL²⁴



²¹ The methodology for the cumulative chart has changed compared to the previous report. The chart now shows active participants as at each quarter over time rather than active participants as at the current quarter. The incremental numbers represent the number of new participants that have entered in each quarter. Data is not available prior to March 2017.

²² This table is based on the Modified Monash Model measure of remoteness.

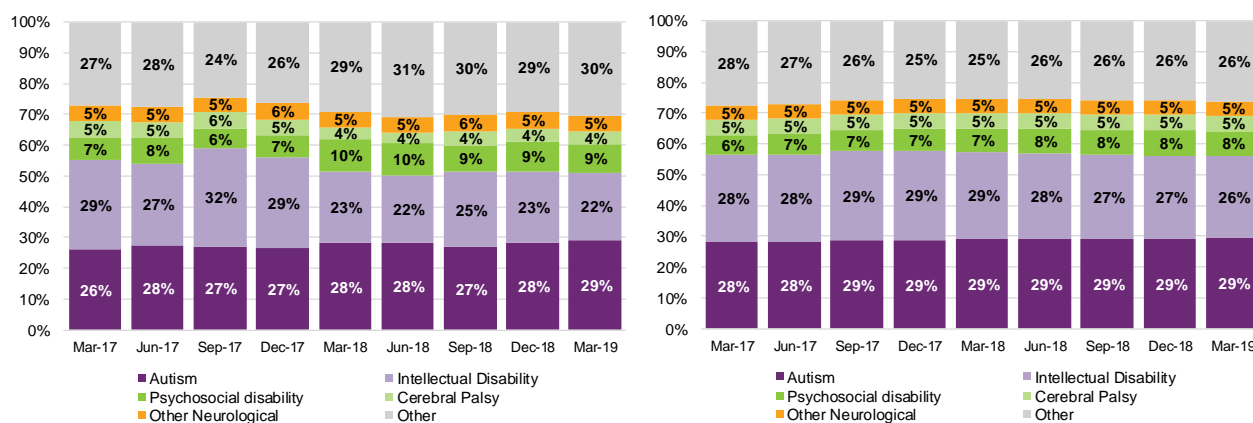
²³ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁴ The methodology for the cumulative chart has changed compared to the previous report. The chart now shows active participants as at each quarter over time rather than active participants as at the current quarter. The incremental numbers represent the number of new participants that have entered in each quarter. Data is not available prior to March 2017.

Table E.10 Participant profile per quarter by disability group - NATIONAL²⁵

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	66,944	30%	9,480	29%	76,424	29%
Intellectual Disability ²⁶	61,231	27%	7,103	22%	68,334	26%
Psychosocial disability	18,713	8%	3,033	9%	21,746	8%
Cerebral Palsy	11,211	5%	1,263	4%	12,474	5%
Other Neurological	10,696	5%	1,728	5%	12,424	5%
Developmental Delay	9,649	4%	2,000	6%	11,649	4%
Other Physical	9,432	4%	1,726	5%	11,158	4%
Hearing Impairment	8,004	4%	1,575	5%	9,579	4%
ABI	7,811	3%	1,265	4%	9,076	4%
Visual Impairment	5,658	2%	833	3%	6,491	3%
Multiple Sclerosis	4,912	2%	635	2%	5,547	2%
Global Developmental Delay	3,100	1%	692	2%	3,792	1%
Stroke	3,016	1%	456	1%	3,472	1%
Spinal Cord Injury	3,006	1%	444	1%	3,450	1%
Other Sensory/Speech	2,850	1%	175	1%	3,025	1%
Other	385	0%	45	0%	430	0%
Total	226,618	100%	32,453	100%	259,071	100%

Figure E.5 Participant profile by disability group over time incrementally (left) and cumulatively (right) – NATIONAL²⁷



²⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁶ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants (9,333).

²⁷ The methodology for the cumulative chart has changed compared to the previous report. The chart now shows active participants as at each quarter over time rather than active participants as at the current quarter. The incremental numbers represent the number of new participants that have entered in each quarter. Data is not available prior to March 2017.

Table E.11 Participant profile per quarter by level of function – NATIONAL^{28,29}

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	13,288	6%	1,997	6%	15,285	6%
2 (High Function)	491	0%	63	0%	554	0%
3 (High Function)	13,140	6%	1,774	5%	14,914	6%
4 (High Function)	15,721	7%	2,151	7%	17,872	7%
5 (High Function)	16,973	8%	1,920	6%	18,893	7%
6 (Moderate Function)	37,866	17%	5,899	18%	43,765	17%
7 (Moderate Function)	15,830	7%	1,582	5%	17,412	7%
8 (Moderate Function)	17,783	8%	2,398	7%	20,181	8%
9 (Moderate Function)	1,175	1%	157	0%	1,332	1%
10 (Moderate Function)	26,082	12%	3,741	12%	29,823	12%
11 (Low Function)	10,241	5%	1,037	3%	11,278	4%
12 (Low Function)	34,460	15%	4,948	15%	39,408	15%
13 (Low Function)	17,297	8%	4,186	13%	21,483	8%
14 (Low Function)	5,754	3%	593	2%	6,347	2%
15 (Low Function)	69	0%	7	0%	76	0%
Missing	448		0		448	
Total	226,618	100%	32,453	100%	259,071	100%

Figure E.6 Participant profile by level of function over time incrementally (left) and cumulatively (right) – NATIONAL³⁰

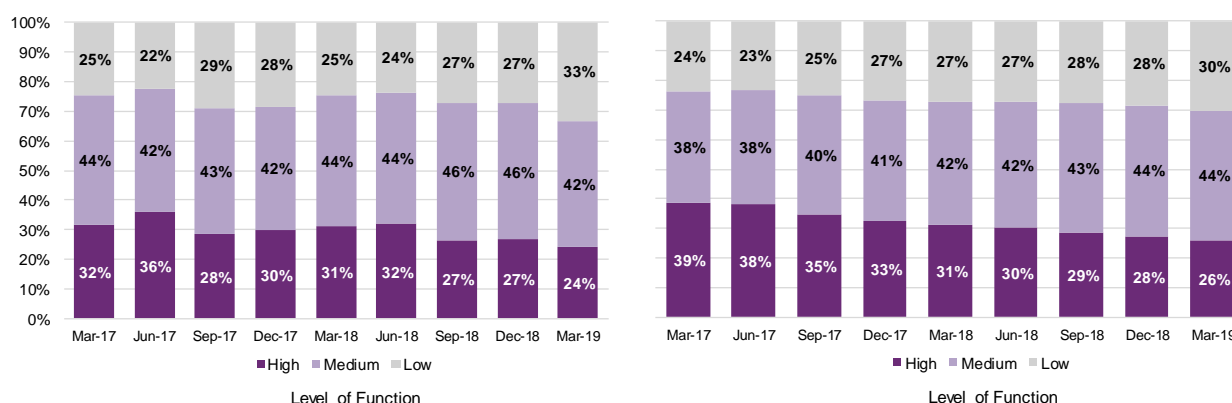


Table E.12 Participant profile per quarter by age group – NATIONAL

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	26,427	12%	6,437	20%	32,864	13%
7 to 14	56,976	25%	6,967	21%	63,943	25%
15 to 18	17,917	8%	2,106	6%	20,023	8%
19 to 24	22,011	10%	2,228	7%	24,239	9%
25 to 34	22,601	10%	2,866	9%	25,467	10%
35 to 44	20,878	9%	3,081	9%	23,959	9%
45 to 54	26,037	11%	3,808	12%	29,845	12%
55 to 64	28,204	12%	4,529	14%	32,733	13%
65+	5,567	2%	431	1%	5,998	2%
Total	226,618	100%	32,453	100%	259,071	100%

²⁸ The distributions are calculated excluding participants with a missing level of function.

²⁹ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

³⁰ The methodology for the cumulative chart has changed compared to the previous report. The chart now shows active participants as at each quarter over time rather than active participants as at the current quarter. The incremental numbers represent the number of new participants that have entered in each quarter. Data is not available prior to March 2017.

Figure E.7 Participant profile by age group over time incrementally (left) and cumulatively (right) – NATIONAL³¹

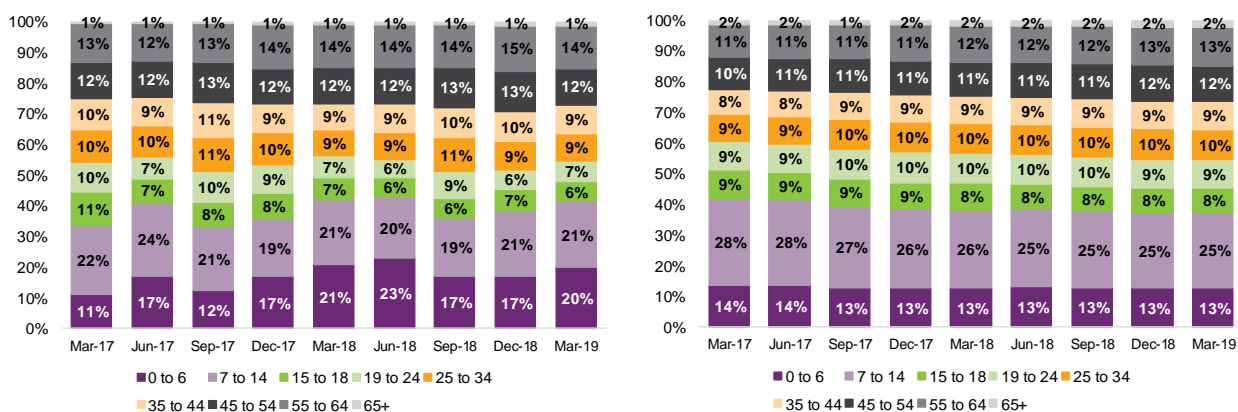
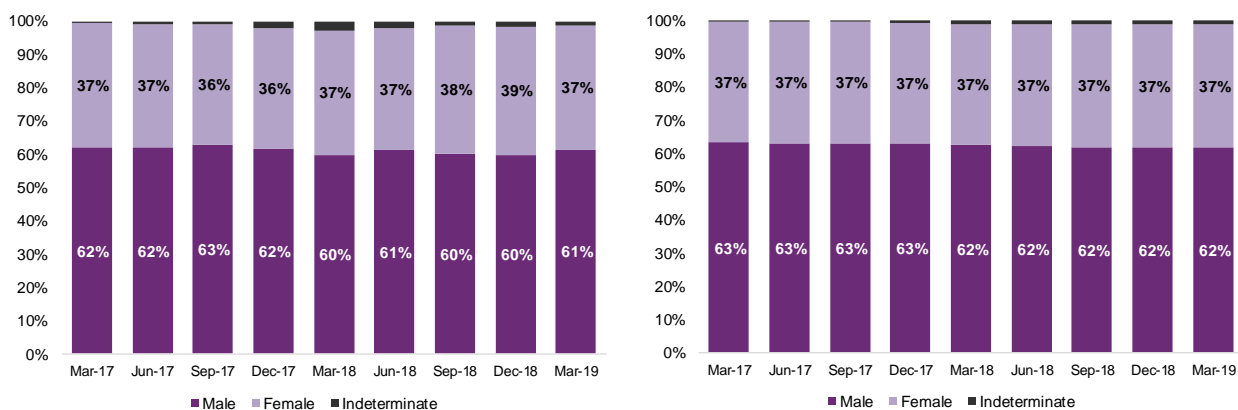


Table E.13 Participant profile per quarter by gender – NATIONAL

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	139,750	62%	19,941	61%	159,691	62%
Female	84,048	37%	12,109	37%	96,157	37%
Indeterminate	2,820	1%	403	1%	3,223	1%
Total	226,618	100%	32,453	100%	259,071	100%

Figure E.8 Participant profile by gender over time incrementally (left) and cumulatively (right) – NATIONAL³²



³¹ Ibid.

³² Ibid.

Part Two: Participant experience and outcomes

Table E.14 Number of questionnaires completed by SFOF version - NATIONAL³³

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	7,659	11,894	11,366	30,919
Participant school to 14	14,217	21,632	23,964	59,813
Participant 15 to 24	9,588	12,401	12,109	34,098
Participant 25 and over	24,811	37,708	41,362	103,881
Total Participant	56,275	83,635	88,801	228,711
Family 0 to 14	20,587	32,637	33,564	86,788
Family 15 to 24	2,734	8,482	8,430	19,646
Family 25 and over	784	11,622	12,933	25,339
Total Family	24,105	52,741	54,927	131,773
Total	80,380	136,376	143,728	360,484

Table E.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NATIONAL

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC % who say their child is able to tell them what he/she wants	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		41%		
CC % of children who have a genuine say in decisions about themselves		65%		
CC % who are happy with the level of independence/control they have now			36%	
CC % who choose who supports them			34%	55%
CC % who choose what they do each day			43%	64%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	28%
CC % who want more choice and control in their life			81%	77%

³³ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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Table E.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NATIONAL

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	63%	61%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	53%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	63%	75%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			31%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			34%	37%

Table E.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NATIONAL

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		60%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			85%	75%
HW	% who rate their health as good, very good or excellent			68%	47%
HW	% who did not have any difficulties accessing health services			69%	66%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				50%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	24%
WK	% who volunteer			13%	12%

Table E.18 Selected key indicators for families/carers of participants – NATIONAL

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	23%	28%	24%
% receiving Carer Allowance	53%	52%	38%
% working in a paid job	47%	49%	35%
Of those in a paid job, % in permanent employment	76%	75%	77%
Of those in a paid job, % working 15 hours or more	78%	84%	83%
% who say they (and their partner) are able to work as much as they want	40%	46%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	87%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	37%	29%	20%
% able to advocate for their child/family member	78%	72%	69%
% who have friends and family they see as often as they like	44%	43%	48%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		42%	
% who feel in control selecting services		41%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			39%
% who rate their health as good, very good or excellent	72%	61%	59%

Table E.19 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Participant 0 to school’ (n=4,254) – NATIONAL³⁴

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	83%
REL	Has the NDIS improved how your child fits into family life?	73%
S/CP	Has the NDIS improved how your child fits into community life?	60%

³⁴ Results in Tables E.19 to E.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables E.23 to E.26.

Table E.20 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Participant school to 14’ (n=17,766) – NATIONAL

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	56%
LL	Has the NDIS improved your child’s access to education?	34%
REL	Has the NDIS improved your child’s relationships with family and friends?	44%
S/CP	Has the NDIS improved your child’s social and recreational life?	41%

Table E.21 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF versions ‘Participant 15 to 24’ (n=9,943) and ‘Participant 25 and over’ (n=27,011) – NATIONAL

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	58%	66%
DL	Has the NDIS helped you with daily living activities?	57%	70%
REL	Has the NDIS helped you to meet more people?	48%	51%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	19%	27%
HW	Has your involvement with the NDIS improved your health and wellbeing?	39%	47%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	34%	29%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	18%	19%
S/CP	Has the NDIS helped you be more involved?	53%	57%

Table E.22 Results for “Has the NDIS helped?” questions answered at end of participant’s first year in the Scheme, for SFOF version ‘Family 0 to 14’ (n=20,517); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=9,566) – NATIONAL

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	56%	47%
Has the NDIS improved the level of support for your family?	61%	60%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	65%	57%
Has the NDIS improved your ability/capacity to help your child develop and learn?	69%	
Has the NDIS improved your health and wellbeing?	37%	33%

Table E.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – NATIONAL³⁵

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	91%	92%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%	85%	+4%
REL	Has the NDIS improved how your child fits into family life?	73%	75%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	60%	62%	+3%

Table E.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – NATIONAL

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	56%	65%	+9%
LL	Has the NDIS improved your child's access to education?	36%	38%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	46%	50%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	48%	+4%

Table E.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – NATIONAL

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	61%	65%	+4%	68%	75%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	66%	+7%	72%	80%	+8%
REL	Has the NDIS helped you to meet more people?	53%	55%	+2%	53%	59%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	24%	20%	-4%	30%	30%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	45%	+2%	51%	57%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	41%	39%	-2%	32%	33%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	17%	-2%	20%	19%	-1%
S/CP	Has the NDIS helped you be more involved?	56%	59%	+4%	60%	67%	+7%

³⁵ Results in Tables E.23 to E.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table E.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – NATIONAL

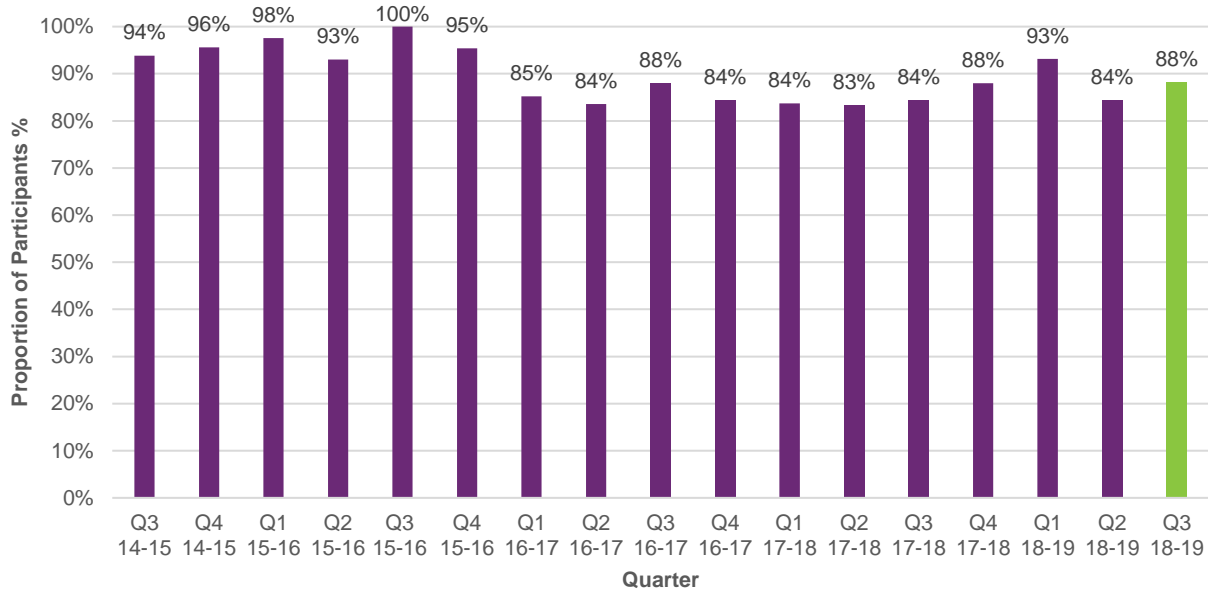
	0 to 14			15 and over		
Question	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	58%	+4%	46%	50%	+4%
Has the NDIS improved the level of support for your family?	63%	68%	+5%	56%	63%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	71%	+5%	56%	63%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	74%	+4%			
Has the NDIS improved your health and wellbeing?	39%	40%	0%	34%	33%	-1%

Table E.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – NATIONAL³⁶

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	21%	26%
Aged 25+	25%	23%	
Aged 15+ (average)	21%	23%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	31%	44%	41%
Aged 25+	37%	47%	
Aged 15+ (average)	35%	46%	

³⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure E.9 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NATIONAL)*



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 88% gave a rating of good or very good, 5% gave a neutral rating and 7% gave a rating of poor or very poor.

Table E.28 Proportion of participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NATIONAL)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	3%	3%
I had enough time to tell my story and say what support I need	91%	5%	4%
The planner knows what I can do well	80%	14%	6%
The planner had some good ideas for my plan	84%	11%	5%
I know what is in my plan	81%	11%	8%
The planner helped me think about my future	75%	16%	10%
I think my plan will make my life better	84%	10%	6%
The planning meeting went well	92%	5%	3%

Table E.29 Plan reviews conducted per quarter – excluding plans less than 30 days – NATIONAL³⁷

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	236,358	51,924	288,282
<i>Early intervention plans</i>	49,506	8,798	58,304
<i>Permanent disability plans</i>	186,852	43,126	229,978

Figure E.10 Number of plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL

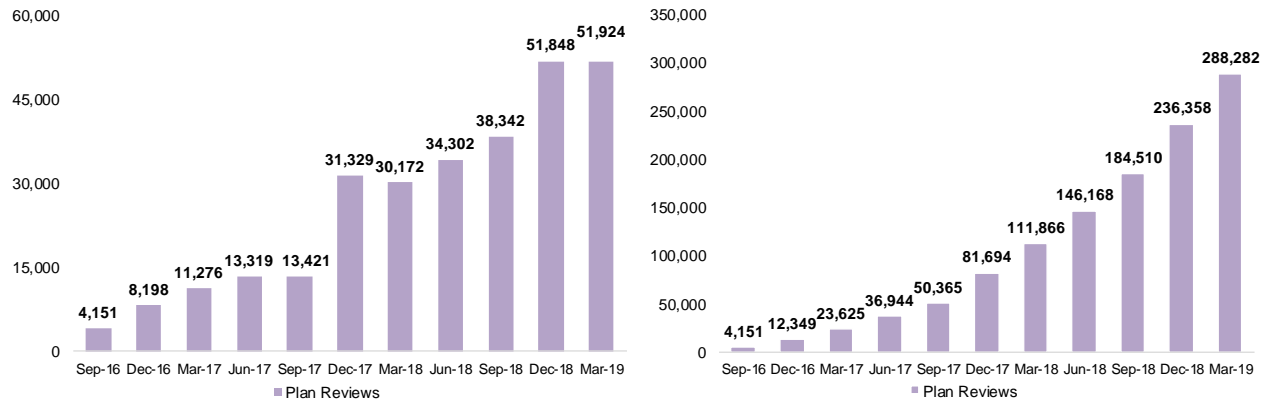
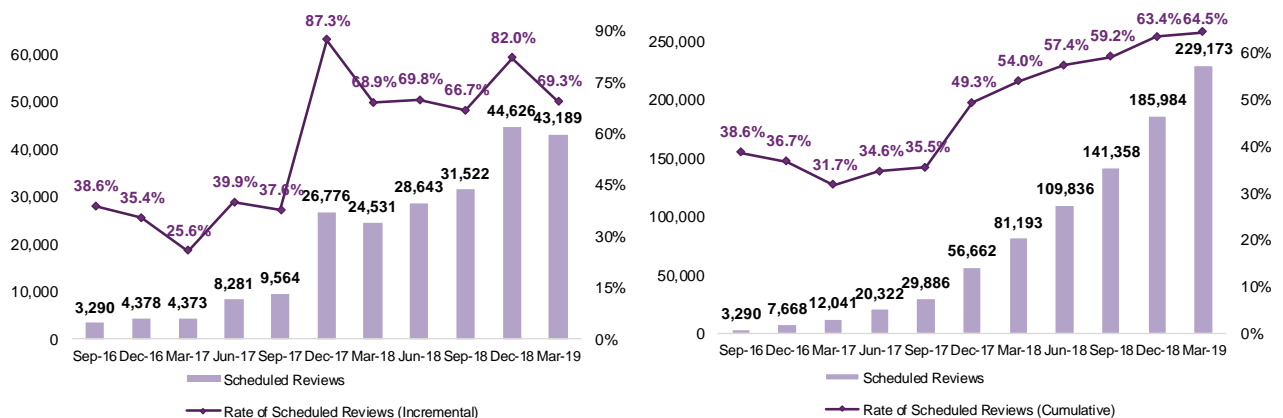


Table E.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL³⁸

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	185,984	43,189	229,173
<i>Trial participants</i>	60,678	6,044	66,722
<i>Transition participants</i>	125,306	37,145	162,451

Figure E.11 Number and proportion of scheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL



³⁷ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

³⁸ A plan was considered to be scheduled if the review occurred less than or equal to 100 days before the scheduled review date.

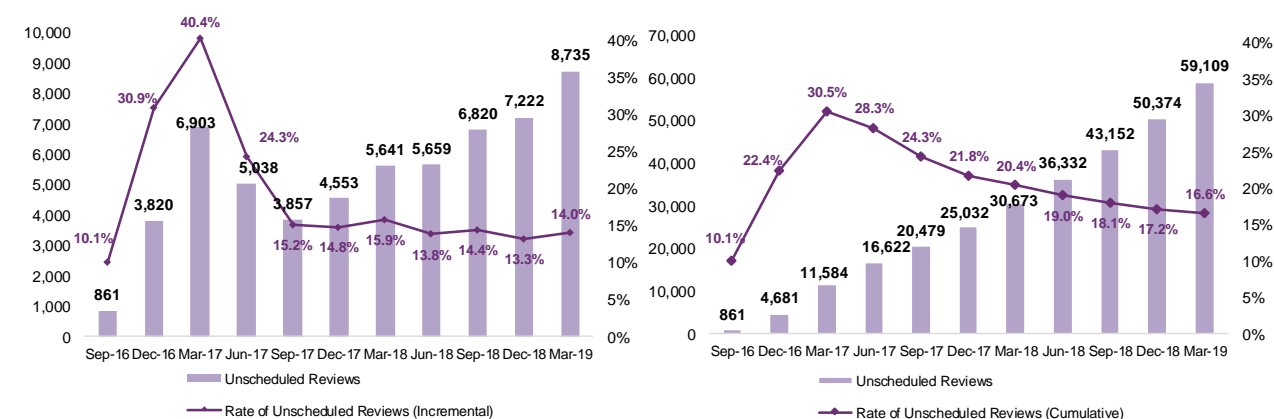
Table E.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NATIONAL³⁹

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	50,374	8,735	59,109
<i>Trial participants</i>	9,851	768	10,619
<i>Transition participants</i>	40,523	7,967	48,490

Table E.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NATIONAL⁴⁰

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	17.2%	14.0%	16.6%

Figure E.12 Number and proportion of unscheduled plan reviews over time incrementally (left) and cumulatively (right) – NATIONAL



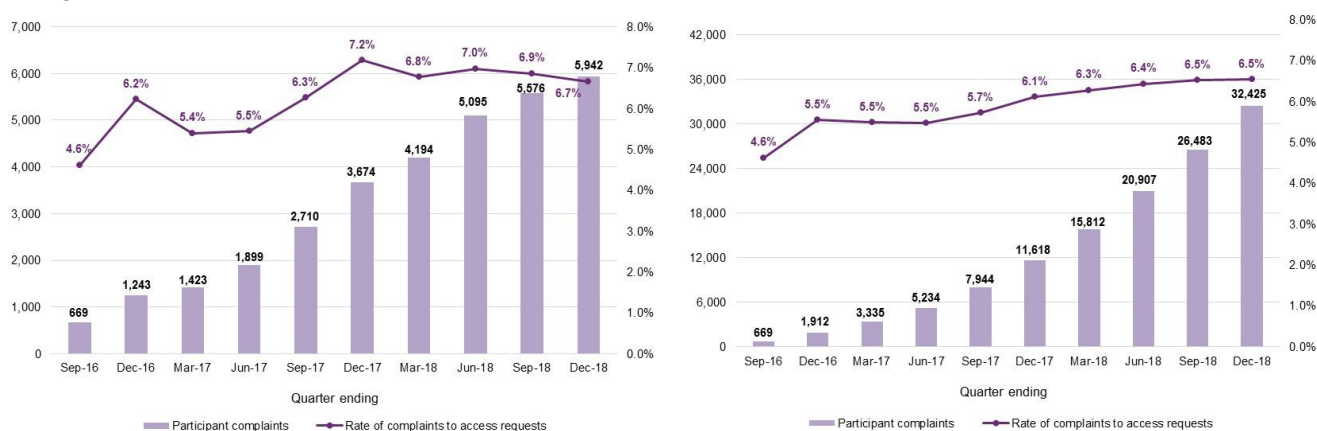
³⁹ A plan was considered to be unscheduled if the review occurred more than 100 days before the scheduled review date.

⁴⁰ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table E.33 Complaints by quarter – NATIONAL⁴¹

Complaints made by or on behalf of	As at 31 December 2018 (Transition only) ⁴²
Participants or those who have sought access	
Complaints about service providers	1,629
Complaints about the Agency	27,989
Unclassified	2,807
Total	32,425
<i>% of all people who have sought access⁴³</i>	6.5%
Registered providers	
Complaints about the Agency	2,139
Unclassified	339
Total	2,478
<i>% of all registered providers⁴⁴</i>	6.1%
Other	
Complaints about the Agency	1,267
Unclassified	267
Total	1,534
Total	36,437

Figure E.13 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – NATIONAL⁴⁵



⁴¹ An ICT issue has been identified which means that the number of complaints in the March 2019 quarter cannot be reliably reported. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

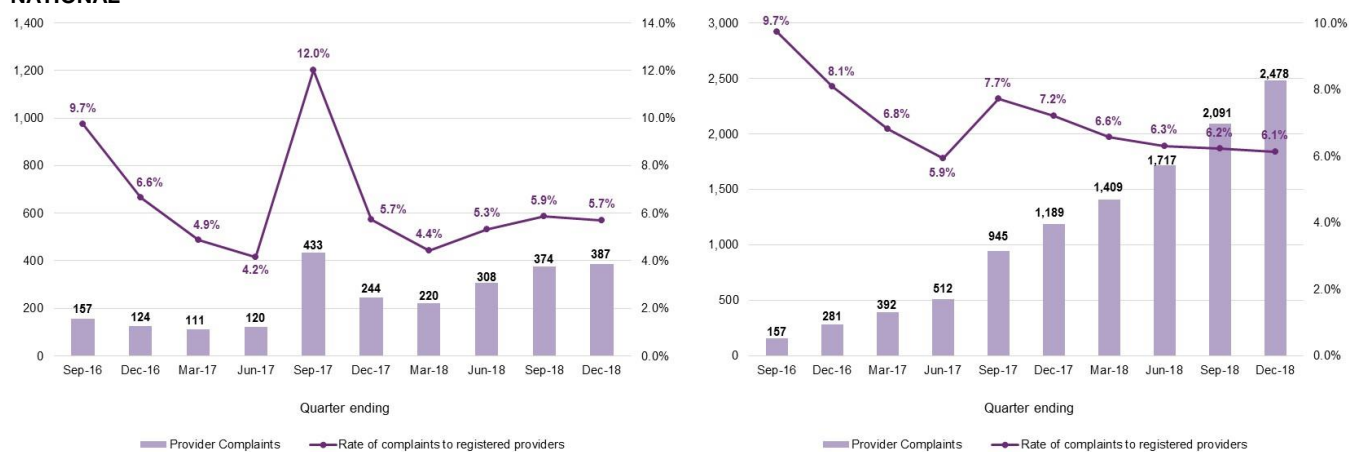
⁴² The number of complaints as at 31 December 2018 has changed slightly compared to the previous report, due to corrections in the data.

⁴³ This is calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

⁴⁴ This is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

⁴⁵ An ICT issue has been identified which means that the number of complaints in the March 2019 quarter cannot be reliably reported. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Figure E.14 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – NATIONAL^{46,47}



⁴⁶ Ibid.

⁴⁷ The sharp increase in September 2017 is due to improvements in data processes and back-capturing of data.
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Table E.34 Complaints by type – NATIONAL⁴⁸

Complaints made by or on behalf of	As at 31 December 2018 (Transition only) ⁴⁹	
Participants or those who have sought access		
<i>Complaints about service providers</i>		
Supports being provided	359	(22%)
Service delivery	261	(16%)
Staff conduct	263	(16%)
Provider process	182	(11%)
Provider costs	171	(10%)
Other	393	(24%)
Total	1,629	
<i>Complaints about the Agency</i>		
Timeliness	9,523	(34%)
Individual needs	3,972	(14%)
Reasonable and necessary supports	3,597	(13%)
Information unclear	1,333	(5%)
The way the NDIA carried out its decision making	1,367	(5%)
Other	8,197	(29%)
Total	27,989	
<i>Unclassified</i>	2,807	
Registered providers		
<i>Complaints about the Agency</i>		
Timeliness	529	(25%)
Individual needs	322	(15%)
Provider Portal	344	(16%)
Information unclear	171	(8%)
Participation, engagement and inclusion	45	(2%)
Other	728	(34%)
Total	2,139	
<i>Unclassified</i>	339	
Other		
<i>Complaints about the Agency</i>		
Individual needs	366	(29%)
Timeliness	251	(20%)
Information unclear	142	(11%)
Participation, engagement and inclusion	56	(4%)
Staff conduct - Agency	39	(3%)
Other	413	(33%)
Total	1,267	
<i>Unclassified</i>	267	

⁴⁸ An ICT issue has been identified which means that the number of complaints in the March 2019 quarter cannot be reliably reported. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

⁴⁹ The number of complaints as at 31 December 2018 has changed slightly compared to the previous report, due to corrections in the data.

Table E.35 AAT Cases by category – NATIONAL

Category	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Access	599	37%	54	18%	653	34%
Plan	765	47%	178	60%	943	49%
Plan Review	191	12%	31	11%	222	12%
Other	57	4%	32	11%	89	5%
Total	1,612	100%	295	100%	1,907	100%
% of all access decisions⁵⁰	0.34%		0.35%		0.34%	

Figure E.15 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – NATIONAL

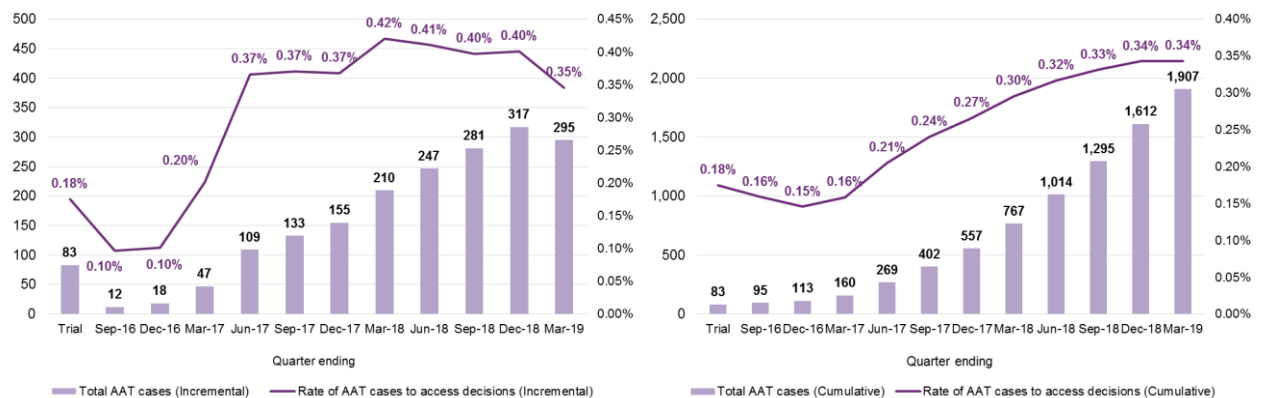


Table E.36 AAT cases by open/closed and decision – NATIONAL

	N
AAT Cases	1,907
Open AAT Cases	642
Closed AAT Cases	1,265
<i>Resolved before hearing</i>	<i>1,217</i>
<i>Gone to hearing and received a substantive decision</i>	<i>48*</i>

*Of the 48 cases which went to hearing and received a substantive decision: 25 affirmed the Agency's decision, 12 varied the Agency's decision and 11 set aside the Agency's decision.⁵¹

⁵⁰ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

⁵¹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Table E.37 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NATIONAL^{52,53}

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	14%	16%	15%
Self-managed partly	10%	13%	11%
Plan managed	25%	31%	27%
Agency managed	51%	41%	47%
Total	100%	100%	100%

Figure E.16 Distribution of active participants by method of financial plan management over time incrementally (left) and cumulatively (right) – NATIONAL⁵⁴

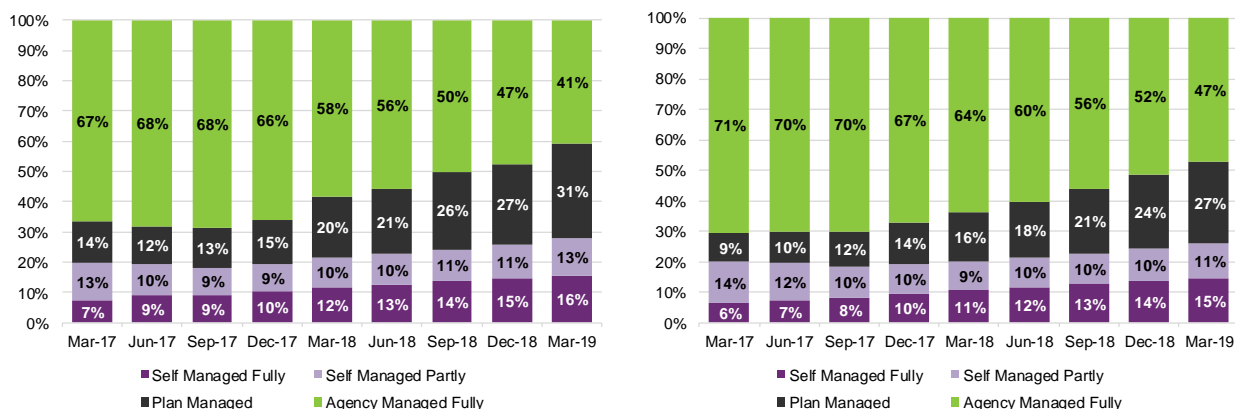


Table E.38 Distribution of active participants by support coordination and quarter of plan approval – NATIONAL⁵⁵

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	39%	41%	40%

⁵² Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁵³ Trial participants are not included.

⁵⁴ This figure includes active participants as at each quarter over time whereas the previous table includes active participants as at the current quarter. Data is not available prior to March 2017.

⁵⁵ Trial participants are not included.

Table E.39 Duration to plan activation by quarter of initial plan approval for active participants – NATIONAL^{56,57}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	97,580	69%	18,045	70%
30 to 59 days	16,273	11%	2,964	11%
60 to 89 days	7,828	6%	1,236	5%
Activated within 90 days	121,681	86%	22,245	86%
90 to 119 days	4,521	3%	665	3%
120 days and over	11,059	8%	949	4%
Activated after 90 days	15,580	11%	1,614	6%
No payments	4,753	3%	1,926	7%
Total plans approved	142,014	100%	25,785	100%

Table E.40 Proportion of active participants with plan activated within 12 months – NATIONAL

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	7,204	7,815	92%
Not Aboriginal and Torres Strait Islander	126,443	132,013	96%
Not Stated	5,807	6,067	96%
Total	139,454	145,895	96%
by Culturally and Linguistically Diverse status			
CALD	10,163	10,583	96%
Not CALD	128,360	134,349	96%
Not Stated	931	963	97%
Total	139,454	145,895	96%
by Remoteness			
Major Cities	89,236	93,198	96%
Regional	48,531	50,829	95%
Remote	1,372	1,529	90%
Missing	315	339	93%
Total	139,454	145,895	96%
by Primary Disability type			
Autism	42,325	44,299	96%
Intellectual Disability (including Down Syndrome)	40,719	42,376	96%
Psychosocial Disability	10,508	11,084	95%
Developmental Delay (including Global Developmental Delay)	6,083	6,438	94%
Other	39,819	41,698	95%
Total	139,454	145,895	96%

⁵⁶ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁵⁷ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table E.41 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19 – NATIONAL^{58,59}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	39%	66%	41%
50% to 75%	23%	20%	23%
> 75%	38%	14%	36%
Total	100%	100%	100%

Table E.42 Proportion of active participants with approved plans accessing mainstream supports - NATIONAL⁶⁰

	Prior Quarters	2018-19 Q3	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	46%	47%	47%
Lifelong Learning	11%	12%	12%
Other	11%	11%	11%
Non-categorised	33%	33%	33%
Any mainstream service	91%	92%	92%

Part Three: Providers and the growing market

Table E.43 Key provider indicators by quarter - NATIONAL^{61,62}

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	8,534	788	9,117
<i>Company/ organisation</i>	10,541	757	11,091
<i>Total</i>	19,075	1,545	20,208
b) Registration revoked	412		

⁵⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

⁵⁹ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁶⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁶¹ The total number of providers as at 31 March 2019 (20,208) is not the sum of the number of providers as at 31 December 2018 (19,075) and the providers registered in the third quarter of 2018-19 (1,545). This is due to 412 providers whose registration ended during the third quarter of 2018-19.

⁶² The large number of revoked providers in 2018-19 Q3 reflects differences in the renewal process for providers under the NDIS Quality and Safeguards Commission (NQSC).

Table E.44 Number of approved providers by registration group - NATIONAL⁶³

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	2,015	224	2,239	11%
Assistance Animals	20	3	23	15%
Assistance with daily life tasks in a group or shared living arrangement	1,347	111	1,458	8%
Assistance with travel/transport arrangements	3,912	422	4,334	11%
Daily Personal Activities	1,948	158	2,106	8%
Group and Centre Based Activities	1,729	129	1,858	7%
High Intensity Daily Personal Activities	1,665	112	1,777	7%
Household tasks	5,283	600	5,883	11%
Interpreting and translation	911	102	1,013	11%
Participation in community, social and civic activities	2,247	168	2,415	7%
Assistive Technology				
Assistive equipment for recreation	1,556	174	1,730	11%
Assistive products for household tasks	2,011	223	2,234	11%
Assistance products for personal care and safety	2,724	312	3,036	11%
Communication and information equipment	1,346	112	1,458	8%
Customised Prosthetics	1,216	99	1,315	8%
Hearing Equipment	495	64	559	13%
Hearing Services	38	8	46	21%
Personal Mobility Equipment	2,224	222	2,446	10%
Specialised Hearing Services	153	20	173	13%
Vision Equipment	569	78	647	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	2,015	176	2,191	9%
Behaviour Support	1,877	175	2,052	9%
Community nursing care for high needs	1,616	185	1,801	11%
Development of daily living and life skills	2,056	143	2,199	7%
Early Intervention supports for early childhood	2,997	154	3,151	5%
Exercise Physiology and Physical Wellbeing activities	2,156	242	2,398	11%
Innovative Community Participation	2,925	403	3,328	14%
Specialised Driving Training	586	77	663	13%
Therapeutic Supports	8,993	643	9,636	7%
Capital services				
Home modification design and construction	2,369	237	2,606	10%
Specialised Disability Accommodation	791	101	892	13%
Vehicle Modifications	368	57	425	15%
Choice and control support services				
Management of funding for supports in participants plan	1,560	134	1,694	9%
Support Coordination	1,887	202	2,089	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	736	21	757	3%
Specialised Supported Employment	277	8	285	3%
Total approved providers⁶⁴	18,663	1,545	20,208	8%

⁶³ The 412 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

⁶⁴ Providers can be approved to provide supports to NDIS participants in more than one registration group. Hence, the total number of approved providers does not equal the sum of the number of approved providers across the registration groups.

Table E.45 Key markets indicators by quarter - NATIONAL

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant ⁶⁵	1.56	1.50
b) Number of providers delivering new supports	2,279	2,276
c) Change in the number of active/inactive providers: ⁶⁶		
<i>Active (%)</i>	46%	45%
<i>Not yet active (%)</i>	45%	43%
<i>Inactive (%)</i>	10%	11%
d) Share of payments - top 25% ⁶⁷		
<i>Daily Tasks/Shared Living (%)</i>	88%	88%
<i>Therapeutic Supports (%)</i>	88%	90%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	89%	89%
<i>Assist Personal Activities (%)</i>	86%	86%

⁶⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁶ 'Active' service providers received a payment in the quarter; 'not yet active' service providers have never received a payment from the NDIA, and 'inactive' providers have received payments from the NDIA, but did not receive any in the quarter.

⁶⁷ Note: Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Table E.46 Cumulative number of providers that have been active by registration group - NATIONAL

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	231	31	262	13%
Assistance Animals	9	0	9	0%
Assistance with daily life tasks in a group or shared living arrangement	784	79	863	10%
Assistance with travel/transport arrangements	1,159	113	1,272	10%
Daily Personal Activities	1,483	130	1,613	9%
Group and Centre Based Activities	1,046	63	1,109	6%
High Intensity Daily Personal Activities	1,209	77	1,286	6%
Household tasks	2,396	271	2,667	11%
Interpreting and translation	104	10	114	10%
Participation in community, social and civic activities	1,683	129	1,812	8%
Assistive Technology				
Assistive equipment for recreation	202	22	224	11%
Assistive products for household tasks	189	26	215	14%
Assistance products for personal care and safety	1,135	149	1,284	13%
Communication and information equipment	236	22	258	9%
Customised Prosthetics	463	46	509	10%
Hearing Equipment	118	13	131	11%
Hearing Services	16	0	16	0%
Personal Mobility Equipment	616	56	672	9%
Specialised Hearing Services	28	0	28	0%
Vision Equipment	68	7	75	10%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	1,439	126	1,565	9%
Behaviour Support	710	74	784	10%
Community nursing care for high needs	353	33	386	9%
Development of daily living and life skills	1,253	97	1,350	8%
Early Intervention supports for early childhood	1,565	111	1,676	7%
Exercise Physiology and Physical Wellbeing activities	653	90	743	14%
Innovative Community Participation	314	47	361	15%
Specialised Driving Training	137	17	154	12%
Therapeutic Supports	5,601	473	6,074	8%
Capital services				
Home modification design and construction	338	37	375	11%
Specialised Disability Accommodation	118	22	140	19%
Vehicle Modifications	87	9	96	10%
Choice and control support services				
Management of funding for supports in participants plan	791	86	877	11%
Support Coordination	477	65	542	14%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	342	25	367	7%
Specialised Supported Employment	200	5	205	3%
Total approved active providers⁶⁸	10,489	929	11,418	9%

⁶⁸ Providers can be active in more than one registration group. Hence, the total number of approved active providers does not equal the sum of the number of approved active providers across the registration groups.

Table E.47 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	451	1,788	2,239	53	209	262
Assistance Animals	0	23	23	0	9	9
Assistance with daily life tasks in a group or shared living arrangement	126	1,332	1,458	44	819	863
Assistance with travel/transport arrangements	1,106	3,228	4,334	206	1,066	1,272
Daily Personal Activities	191	1,915	2,106	126	1,487	1,613
Group and Centre Based Activities	154	1,704	1,858	53	1,056	1,109
High Intensity Daily Personal Activities	145	1,632	1,777	94	1,192	1,286
Household tasks	2,000	3,883	5,883	916	1,751	2,667
Interpreting and translation	164	849	1,013	31	83	114
Participation in community, social and civic activities	248	2,167	2,415	176	1,636	1,812
Assistive Technology						
Assistive equipment for recreation	515	1,215	1,730	29	195	224
Assistive products for household tasks	597	1,637	2,234	25	190	215
Assistance products for personal care and safety	765	2,271	3,036	204	1,080	1,284
Communication and information equipment	517	941	1,458	66	192	258
Customised Prosthetics	367	948	1,315	107	402	509
Hearing Equipment	78	481	559	11	120	131
Hearing Services	2	44	46	0	16	16
Personal Mobility Equipment	756	1,690	2,446	118	554	672
Specialised Hearing Services	48	125	173	1	27	28
Vision Equipment	143	504	647	7	68	75
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	359	1,832	2,191	226	1,339	1,565
Behaviour Support	799	1,253	2,052	251	533	784
Community nursing care for high needs	280	1,521	1,801	53	333	386
Development of daily living and life skills	248	1,951	2,199	121	1,229	1,350
Early Intervention supports for early childhood	1,662	1,489	3,151	828	848	1,676
Exercise Physiology and Physical Wellbeing activities	795	1,603	2,398	235	508	743
Innovative Community Participation	1,177	2,151	3,328	125	236	361
Specialised Driving Training	132	531	663	55	99	154
Therapeutic Supports	5,120	4,516	9,636	3,077	2,997	6,074
Capital services						
Home modification design and construction	810	1,796	2,606	65	310	375
Specialised Disability Accommodation	104	788	892	4	136	140
Vehicle Modifications	49	376	425	11	85	96
Choice and control support services						

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Management of funding for supports in participants plan	254	1,440	1,694	126	751	877
Support Coordination	440	1,649	2,089	92	450	542
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	79	678	757	17	350	367
Specialised Supported Employment	7	278	285	2	203	205
Total	9,117	11,091	20,208	4,882	6,536	11,418

Table E.48 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NATIONAL

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	20%	80%	2,239	20%	80%	262
Assistance Animals	0%	100%	23	0%	100%	9
Assistance with daily life tasks in a group or shared living arrangement	9%	91%	1,458	5%	95%	863
Assistance with travel/transport arrangements	26%	74%	4,334	16%	84%	1,272
Daily Personal Activities	9%	91%	2,106	8%	92%	1,613
Group and Centre Based Activities	8%	92%	1,858	5%	95%	1,109
High Intensity Daily Personal Activities	8%	92%	1,777	7%	93%	1,286
Household tasks	34%	66%	5,883	34%	66%	2,667
Interpreting and translation	16%	84%	1,013	27%	73%	114
Participation in community, social and civic activities	10%	90%	2,415	10%	90%	1,812
Assistive Technology						
Assistive equipment for recreation	30%	70%	1,730	13%	87%	224
Assistive products for household tasks	27%	73%	2,234	12%	88%	215
Assistance products for personal care and safety	25%	75%	3,036	16%	84%	1,284
Communication and information equipment	35%	65%	1,458	26%	74%	258
Customised Prosthetics	28%	72%	1,315	21%	79%	509
Hearing Equipment	14%	86%	559	8%	92%	131
Hearing Services	4%	96%	46	0%	100%	16
Personal Mobility Equipment	31%	69%	2,446	18%	82%	672
Specialised Hearing Services	28%	72%	173	4%	96%	28
Vision Equipment	22%	78%	647	9%	91%	75
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	16%	84%	2,191	14%	86%	1,565
Behaviour Support	39%	61%	2,052	32%	68%	784
Community nursing care for high needs	16%	84%	1,801	14%	86%	386
Development of daily living and life skills	11%	89%	2,199	9%	91%	1,350

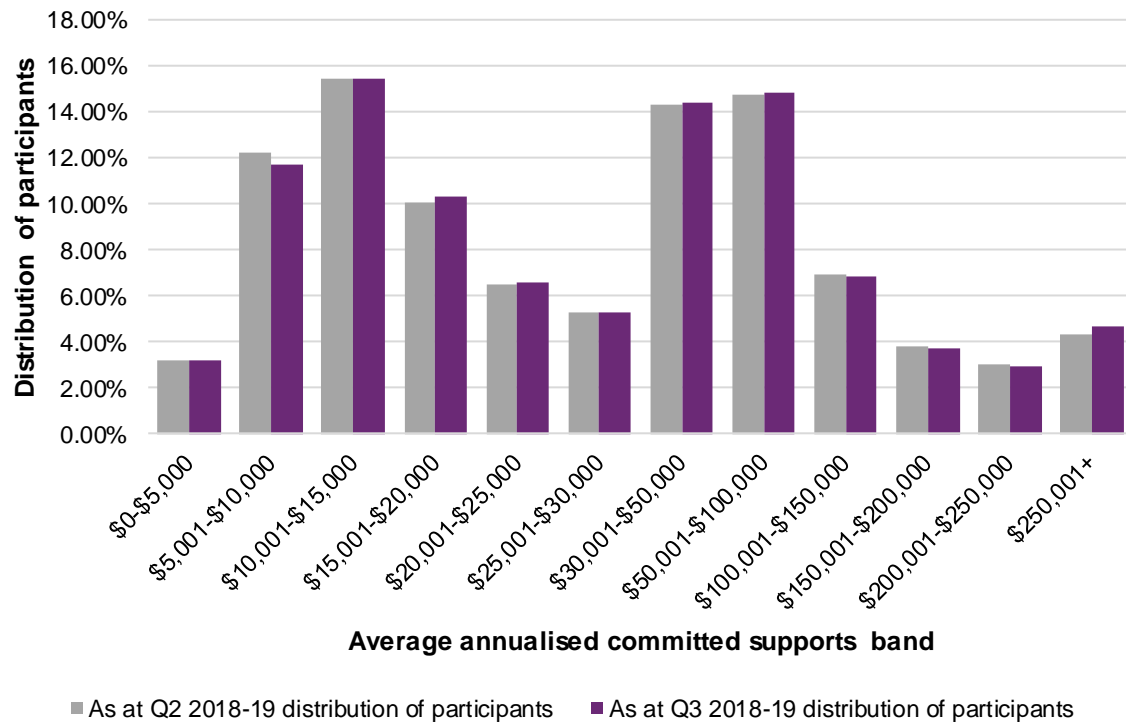
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Early Intervention supports for early childhood	53%	47%	3,151	49%	51%	1,676
Exercise Physiology and Physical Wellbeing activities	33%	67%	2,398	32%	68%	743
Innovative Community Participation	35%	65%	3,328	35%	65%	361
Specialised Driving Training	20%	80%	663	36%	64%	154
Therapeutic Supports	53%	47%	9,636	51%	49%	6,074
Capital services						
Home modification design and construction	31%	69%	2,606	17%	83%	375
Specialised Disability Accommodation	12%	88%	892	3%	97%	140
Vehicle Modifications	12%	88%	425	11%	89%	96
Choice and control support services						
Management of funding for supports in participants plan	15%	85%	1,694	14%	86%	877
Support Coordination	21%	79%	2,089	17%	83%	542
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	757	5%	95%	367
Specialised Supported Employment	2%	98%	285	1%	99%	205
Total	45%	55%	20,208	43%	57%	11,418

Part Five: Financial sustainability

Table E.49 Committed supports by financial year (\$m) - NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2,Q3 ⁶⁹	Total
Total Committed	132.8	496.9	939.4	3,236.1	7,719.6	10,101.3	22,626.1

Figure E.17 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NATIONAL)



⁶⁹ Note: the \$10.1 billion in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure E.18 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NATIONAL)

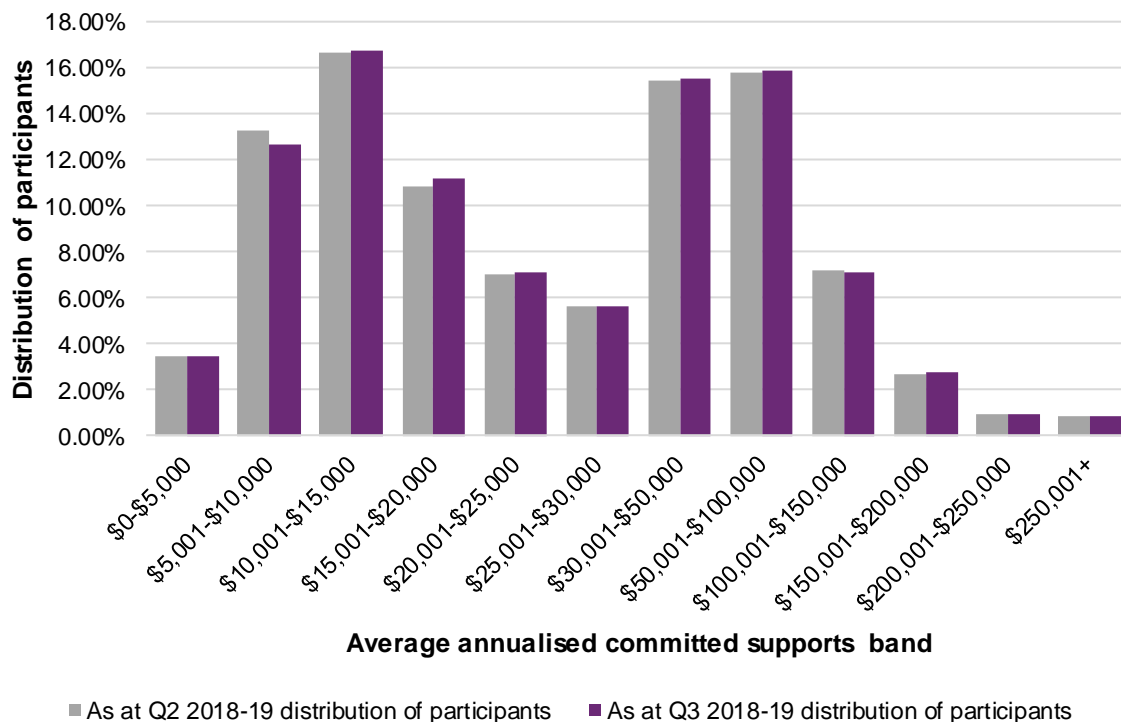
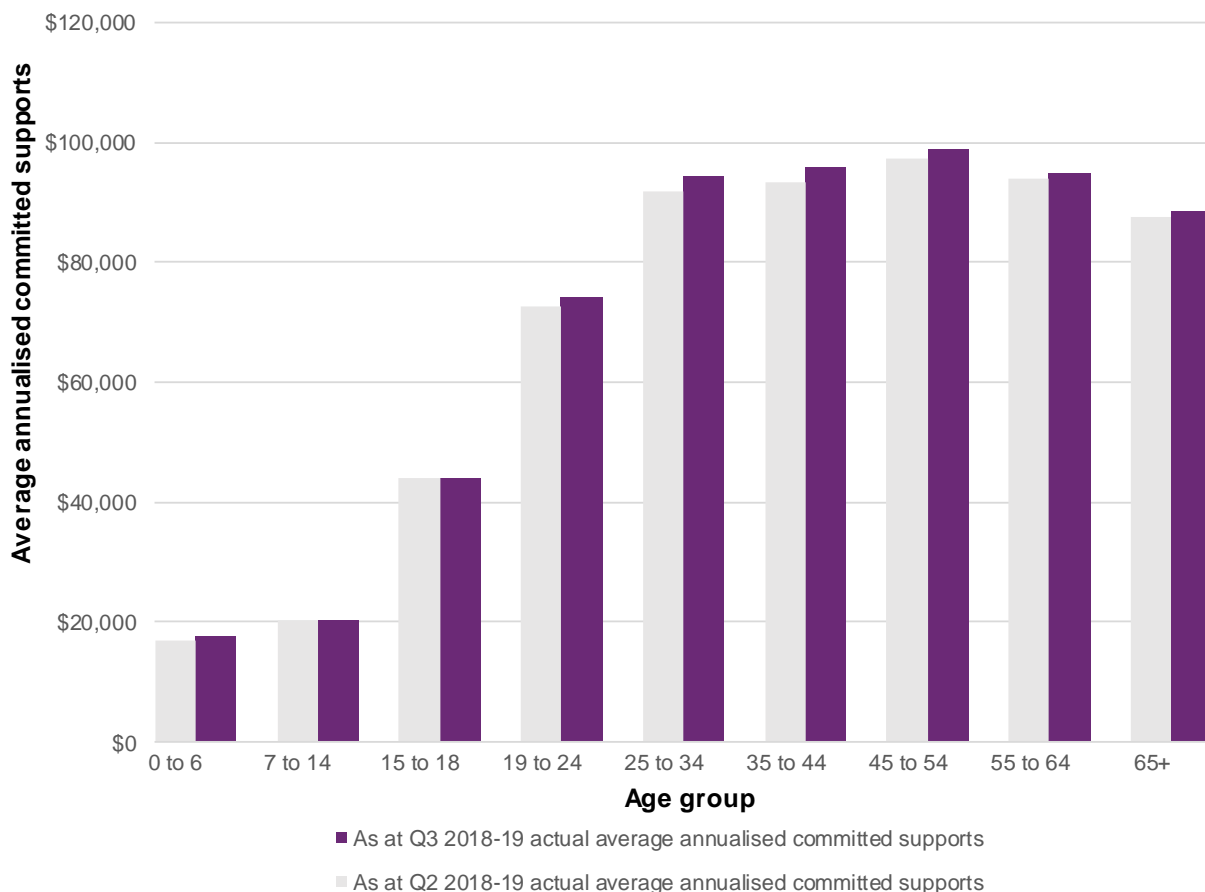
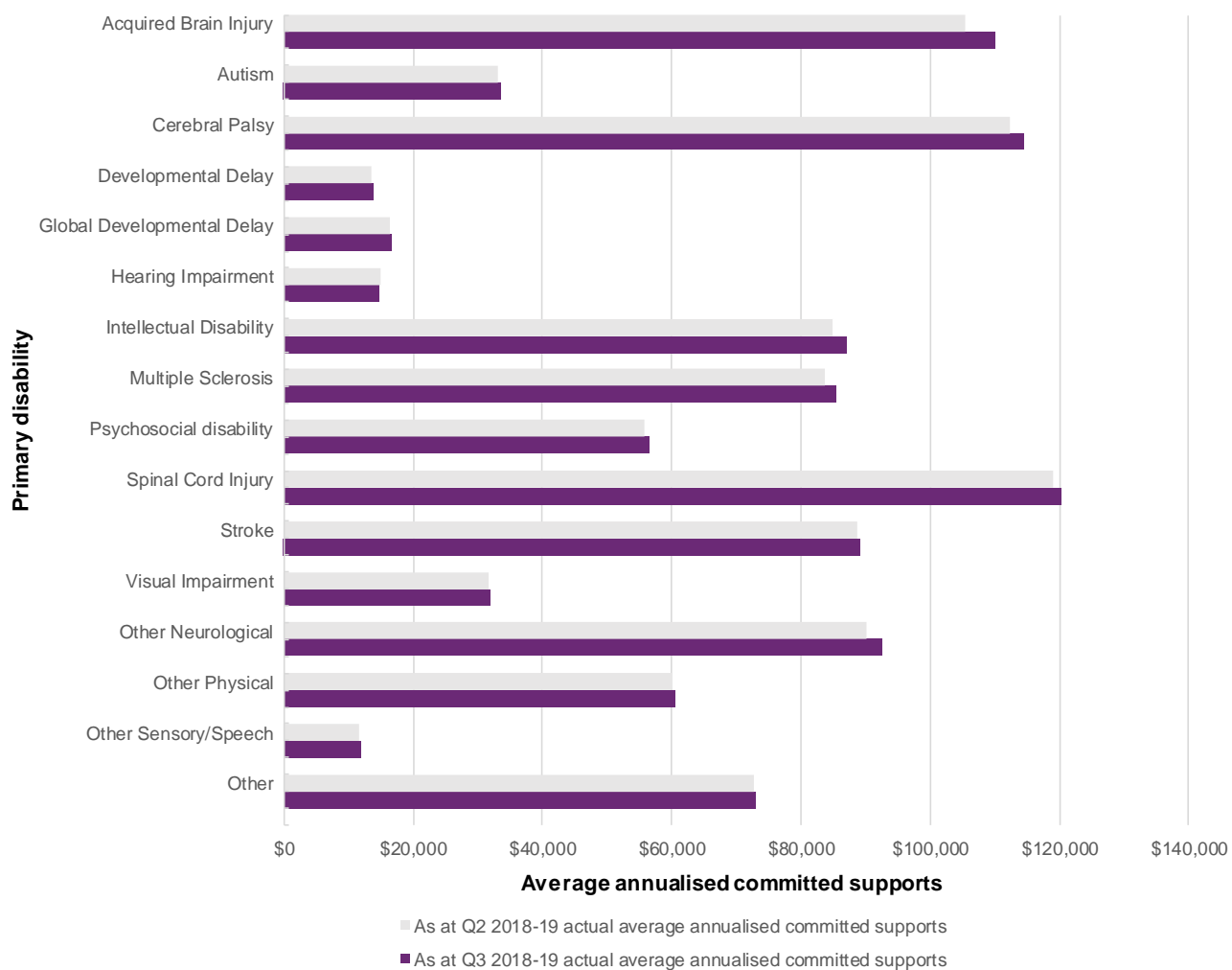


Figure E.19 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NATIONAL) ⁷⁰



⁷⁰ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure E.20 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NATIONAL) ⁷¹



⁷¹ Ibid.

Figure E.21 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NATIONAL) ^{72,73}

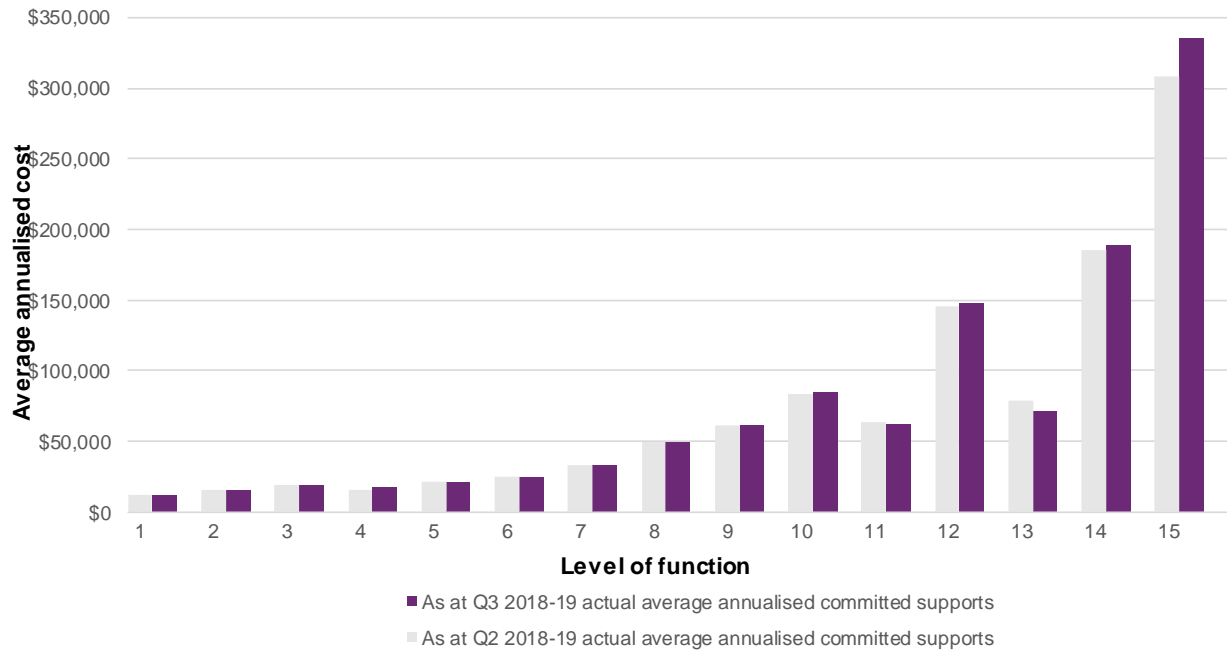


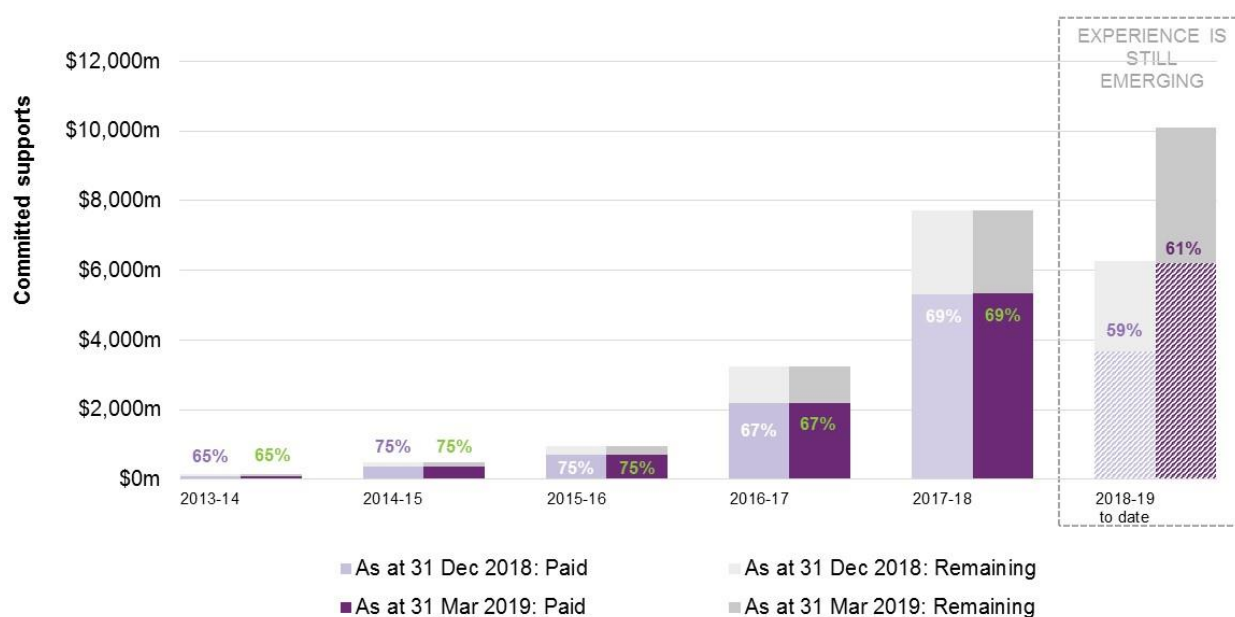
Table E.50 Payments by financial year, compared to committed supports (\$m) – NATIONAL

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	132.8	496.9	939.4	3,236.1	7,719.6	10,101.3	22,626.1
Total Paid	85.8	370.9	704.0	2,179.1	5,345.4	6,195.4	14,880.5
% utilised to date	65%	75%	75%	67%	69%	61%	66%

⁷² Ibid.

⁷³ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Figure E.22 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (NATIONAL)



Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Plan approvals compared to estimates – NSW

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NSW	96,298	4,219	100,517	101,963	135,356

Table F.2 Quarterly intake split by plan and entry type since 1 July 2013 – NSW⁷⁴

	Prior Quarters	2018-19 Q3	Total
Access decisions	120,838	4,870	125,708
Access Met	101,562	3,303	104,865
State	56,078	191	56,269
Commonwealth	11,681	372	12,053
New	33,803	2,740	36,543
Total Participant Plans	98,861	5,665	101,963
State	54,168	399	54,567
Commonwealth	11,007	546	11,553
New	31,123	3,274	34,397
ECEI ⁷⁵	2,563	1,446	1,446
Total Participant Plans	98,861	5,665	101,963
Early Intervention (s25)	16,058	1,632	17,690
Permanent Disability (s24)	80,240	2,587	82,827
ECEI ⁷⁶	2,563	1,446	1,446

Table F.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – NSW

Exits	
Total participant exits	2,652
Early Intervention participants	332
Permanent disability participants	2,320

⁷⁴ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 86% of people with a hearing impairment met the access criteria compared to 68% overall.

⁷⁵ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

⁷⁶ Ibid.

Table F.4 Cumulative position by services previously received – NSW⁷⁷

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	4,164	958	4,487		9,609	12,111	79%
End of 2016-17	28,860	3,501	11,566	4,330	48,257	55,333	87%
End of 2017-18	52,388	9,718	23,933	3,578	89,617	115,553	78%
End of 2018-19 Q1	53,513	10,409	27,250	1,032	92,204	122,154	75%
End of 2018-19 Q2	54,168	11,007	31,123	2,563	98,861	128,755	77%
End of 2018-19 Q3	54,567	11,553	34,397	1,446	101,963	135,356	75%

Table F.5 Cumulative position by entry into the Scheme – NSW⁷⁸

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	3,511	6,098		9,609	12,111	79%
End of 2016-17	6,787	37,140	4,330	48,257	55,333	87%
End of 2017-18	12,590	73,449	3,578	89,617	115,553	78%
End of 2018-19 Q1	14,149	77,023	1,032	92,204	122,154	75%
End of 2018-19 Q2	16,058	80,240	2,563	98,861	128,755	77%
End of 2018-19 Q3	17,690	82,827	1,446	101,963	135,356	75%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table F.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NSW

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	5,558	5.9%	368	8.7%	5,926	6.1%
Not Aboriginal and Torres Strait Islander	84,458	90.2%	3,623	85.9%	88,081	90.0%
Not Stated	3,633	3.9%	225	5.3%	3,858	3.9%
Total	93,649	100%	4,216	100%	97,865	100%

Table F.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NSW

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
CALD	8,658	9.2%	534	12.7%	9,192	9.4%
Not CALD	84,722	90.5%	3,682	87.3%	88,404	90.3%
Not Stated	269	0.3%	0	0.0%	269	0.3%
Total	93,649	100%	4,216	100%	97,865	100%

Table F.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NSW

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
YPIRAC	2,003	2.1%	75	1.8%	2,078	2.1%
Not YPIRAC	91,646	97.9%	4,141	98.2%	95,787	97.9%
Total	93,649	100%	4,216	100%	97,865	100%

⁷⁷ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

⁷⁸ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

Table F.9 Participant profile per quarter by remoteness – NSW^{79,80}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	65,607	70.2%	2,819	66.9%	68,426	70.1%
Population > 50,000	2,881	3.1%	175	4.2%	3,056	3.1%
Population between 15,000 and 50,000	12,577	13.5%	569	13.5%	13,146	13.5%
Population between 5,000 and 15,000	5,673	6.1%	249	5.9%	5,922	6.1%
Population less than 5,000	6,427	6.9%	378	9.0%	6,805	7.0%
Remote	231	0.2%	17	0.4%	248	0.3%
Very Remote	60	0.1%	4	0.1%	64	0.1%
Missing	193		5		198	
Total	93,649	100%	4,216	100%	97,865	100%

Table F.10 Participant profile per quarter by disability group - NSW^{81,82}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	28,104	30%	1,425	34%	29,529	30%
Intellectual Disability ⁸³	25,116	27%	418	10%	25,534	26%
Psychosocial disability	7,234	8%	355	8%	7,589	8%
Cerebral Palsy	4,823	5%	93	2%	4,916	5%
Other Neurological	4,482	5%	203	5%	4,685	5%
Developmental Delay	3,367	4%	567	13%	3,934	4%
Other Physical	3,746	4%	206	5%	3,952	4%
Hearing Impairment	3,872	4%	307	7%	4,179	4%
ABI	3,112	3%	101	2%	3,213	3%
Visual Impairment	2,448	3%	77	2%	2,525	3%
Multiple Sclerosis	1,900	2%	34	1%	1,934	2%
Global Developmental Delay	1,261	1%	254	6%	1,515	2%
Stroke	1,445	2%	93	2%	1,538	2%
Spinal Cord Injury	1,327	1%	32	1%	1,359	1%
Other Sensory/Speech	1,230	1%	42	1%	1,272	1%
Other	182	0%	9	0%	191	0%
Total	93,649	100%	4,216	100%	97,865	100%

⁷⁹ This table is based on the Modified Monash Model measure of remoteness.

⁸⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

⁸¹ Table order based on national proportions (highest to lowest).

⁸² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

⁸³ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in NSW (3,553).

Table F.11 Participant profile per quarter by level of function – NSW⁸⁴

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	5,146	5%	473	11%	5,619	6%
2 (High Function)	207	0%	7	0%	214	0%
3 (High Function)	5,112	5%	261	6%	5,373	5%
4 (High Function)	8,089	9%	384	9%	8,473	9%
5 (High Function)	7,299	8%	350	8%	7,649	8%
6 (Moderate Function)	15,630	17%	838	20%	16,468	17%
7 (Moderate Function)	7,017	7%	196	5%	7,213	7%
8 (Moderate Function)	6,485	7%	167	4%	6,652	7%
9 (Moderate Function)	563	1%	12	0%	575	1%
10 (Moderate Function)	9,960	11%	304	7%	10,264	10%
11 (Low Function)	4,076	4%	69	2%	4,145	4%
12 (Low Function)	14,273	15%	365	9%	14,638	15%
13 (Low Function)	7,212	8%	773	18%	7,985	8%
14 (Low Function)	2,459	3%	17	0%	2,476	3%
15 (Low Function)	38	0%	0	0%	38	0%
Missing	83		0		83	
Total	93,649	100%	4,216	100%	97,865	100%

Table F.12 Participant profile per quarter by Age group – NSW

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	11,123	12%	2,016	48%	13,139	13%
7 to 14	23,366	25%	674	16%	24,040	25%
15 to 18	7,183	8%	194	5%	7,377	8%
19 to 24	9,882	11%	97	2%	9,979	10%
25 to 34	9,010	10%	163	4%	9,173	9%
35 to 44	8,358	9%	247	6%	8,605	9%
45 to 54	10,225	11%	331	8%	10,556	11%
55 to 64	11,827	13%	459	11%	12,286	13%
65+	2,675	3%	35	1%	2,710	3%
Total	93,649	100%	4,216	100%	97,865	100%

Table F.13 Participant profile per quarter by Gender – NSW

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	58,599	63%	2,717	64%	61,316	63%
Female	34,062	36%	1,417	34%	35,479	36%
Indeterminate	988	1%	82	2%	1,070	1%
Total	93,649	100%	4,216	100%	97,865	100%

⁸⁴ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table F.14 Number of questionnaires completed by SFOF version - NSW ⁸⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	2,960	5,890	4,637	13,487
Participant school to 14	7,845	11,330	4,086	23,261
Participant 15 to 24	6,187	6,240	1,138	13,565
Participant 25 and over	15,197	17,622	4,474	37,293
Total Participant	32,189	41,082	14,335	87,606
Family 0 to 14	10,086	16,846	8,597	35,529
Family 15 to 24	1,462	4,032	849	6,343
Family 25 and over	396	4,876	1,516	6,788
Total Family	11,944	25,754	10,962	48,660
Total	44,133	66,836	25,297	136,266

Table F.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) - NSW

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		40%		
CC % of children who have a genuine say in decisions about themselves		62%		
CC % who are happy with the level of independence/control they have now			37%	
CC % who choose who supports them			34%	54%
CC % who choose what they do each day			44%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	28%
CC % who want more choice and control in their life			80%	76%

⁸⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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Table F.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	62%	62%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	52%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	61%	75%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			30%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			31%	35%

Table F.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NSW

Indicator		0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		56%		
HM	% who are happy with their home			81%	74%
HM	% who feel safe or very safe in their home			86%	75%
HW	% who rate their health as good, very good or excellent			68%	47%
HW	% who did not have any difficulties accessing health services			66%	64%
LL	% who currently attend or previously attended school in a mainstream class			29%	
LL	% who participate in education, training or skill development				12%
LL	Of those who participate, % who do so in mainstream settings				56%
LL	% unable to do a course or training they wanted to do in the last 12 months				35%
WK	% who have a paid job			17%	27%
WK	% who volunteer			12%	12%

Table F.18 Selected key indicators for families/carers of participants – NSW

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	24%	25%	22%
% receiving Carer Allowance	54%	48%	31%
% working in a paid job	48%	51%	36%
Of those in a paid job, % in permanent employment	75%	76%	78%
Of those in a paid job, % working 15 hours or more	78%	86%	85%
% who say they (and their partner) are able to work as much as they want	40%	48%	56%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	90%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	33%	22%
% able to advocate for their child/family member	78%	70%	64%
% who have friends and family they see as often as they like	46%	46%	47%
% who feel very confident or somewhat confident in supporting their child's development	85%		
% who know what their family can do to enable their family member with disability to become as independent as possible		39%	
% who feel in control selecting services		37%	36%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			34%
% who rate their health as good, very good or excellent	73%	61%	59%

Table F.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,784)– NSW⁸⁶

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	89%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	85%
REL	Has the NDIS improved how your child fits into family life?	75%
S/CP	Has the NDIS improved how your child fits into community life?	62%

⁸⁶ Results in Tables F.19 to F.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables F.23 to F.26.

Table F.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=9,636) – NSW

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	54%
LL	Has the NDIS improved your child's access to education?	34%
REL	Has the NDIS improved your child's relationships with family and friends?	43%
S/CP	Has the NDIS improved your child's social and recreational life?	39%

Table F.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=5,313) and ‘Participant 25 and over’ (n=13,402) – NSW

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	59%	67%
DL	Has the NDIS helped you with daily living activities?	57%	69%
REL	Has the NDIS helped you to meet more people?	49%	53%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	40%	49%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	30%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	22%
S/CP	Has the NDIS helped you be more involved?	53%	58%

Table F.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=10,634); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=4,607) – NSW

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	46%
Has the NDIS improved the level of support for your family?	58%	59%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	62%	56%
Has the NDIS improved your ability/capacity to help your child develop and learn?	67%	
Has the NDIS improved your health and wellbeing?	36%	33%

Table F.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – NSW⁸⁷

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	92%	94%	+2%
DL	Has the NDIS improved your child's access to specialist services?	90%	89%	-1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	87%	+3%
REL	Has the NDIS improved how your child fits into family life?	73%	75%	+2%
S/CP	Has the NDIS improved how your child fits into community life?	59%	59%	+1%

Table F.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – NSW

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	53%	61%	+8%
LL	Has the NDIS improved your child's access to education?	35%	37%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	48%	+5%
S/CP	Has the NDIS improved your child's social and recreational life?	41%	45%	+4%

Table F.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – NSW

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	62%	66%	+4%	67%	74%	+7%
DL	Has the NDIS helped you with daily living activities?	59%	67%	+7%	71%	79%	+9%
REL	Has the NDIS helped you to meet more people?	55%	58%	+3%	53%	61%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	26%	21%	-4%	31%	32%	+1%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	46%	+2%	51%	57%	+6%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	42%	41%	-2%	32%	33%	+2%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	21%	19%	-2%	21%	20%	-1%
S/CP	Has the NDIS helped you be more involved?	57%	61%	+4%	60%	68%	+7%

⁸⁷ Results in Tables F.23 to F.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table F.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – NSW

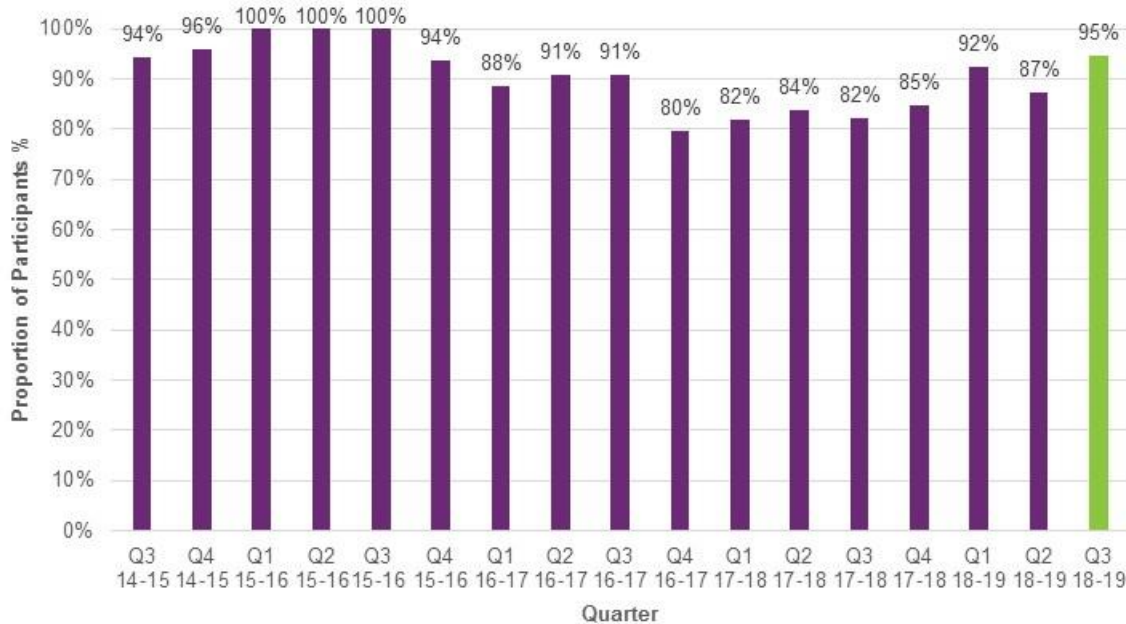
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	48%	53%	+5%	45%	48%	+3%
Has the NDIS improved the level of support for your family?	56%	62%	+6%	56%	63%	+7%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	59%	65%	+6%	55%	62%	+7%
Has the NDIS improved your ability/capacity to help your child develop and learn?	64%	69%	+6%			
Has the NDIS improved your health and wellbeing?	35%	36%	+1%	31%	31%	0%

Table F.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –NSW⁸⁸

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	13%	22%	26%
Aged 25+	26%	24%	
Aged 15+ (average)	22%	23%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	31%	45%	41%
Aged 25+	36%	47%	
Aged 15+ (average)	34%	47%	

⁸⁸ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure F.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (NSW)*



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 95% gave a rating of good or very good, 3% gave a neutral rating and 2% gave a rating of poor or very poor.

Table F.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (NSW)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	2%	1%
I had enough time to tell my story and say what support I need	94%	5%	1%
The planner knows what I can do well	88%	10%	2%
The planner had some good ideas for my plan	89%	9%	2%
I know what is in my plan	83%	12%	5%
The planner helped me think about my future	86%	10%	4%
I think my plan will make my life better	91%	7%	2%
The planning meeting went well	96%	3%	1%

Table F.29 Plan reviews conducted per quarter – excluding plans less than 30 days – NSW⁸⁹

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	111,314	22,536	133,850
Early intervention plans	15,646	3,153	18,799
Permanent disability plans	95,668	19,383	115,051

⁸⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table F.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	86,898	19,920	106,818
<i>Trial participants</i>	17,787	2,026	19,813
<i>Transition participants</i>	69,111	17,894	87,005

Table F.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NSW

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	24,416	2,616	27,032
<i>Trial participants</i>	2,882	169	3,051
<i>Transition participants</i>	21,534	2,447	23,981

Table F.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NSW⁹⁰

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	17.7%	10.6%	16.6%

Table F.33 AAT Cases by category – NSW

Category	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Access	288	39%	15	15%	303	36%
Plan	334	45%	57	55%	391	47%
Plan Review	87	12%	16	16%	103	12%
Other	26	4%	15	15%	41	5%
Total	735	100%	103	100%	838	100%
% of all access decisions⁹¹	0.37%		0.33%		0.36%	

Table F.34 AAT cases by open/closed and decision – NSW

	N
AAT Cases	838
Open AAT Cases	275
Closed AAT Cases	563
<i>Resolved before hearing</i>	540
<i>Gone to hearing and received a substantive decision</i>	23*

*Of the 23 cases which went to hearing and received a substantive decision: 12 affirmed the Agency's decision, 6 varied the Agency's decision and 5 set aside the Agency's decision.

Table F.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	14%	15%	14%
Self-managed partly	9%	11%	10%
Plan managed	23%	30%	25%
Agency managed	54%	44%	51%
Total	100%	100%	100%

⁹⁰ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

⁹¹ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table F.36 Distribution of active participants by support coordination and quarter of plan approval – NSW

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	34%	38%	35%

Table F.37 Duration to plan activation by quarter of initial plan approval for active participants – NSW^{92,93}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	51,681	69%	3,257	64%
30 to 59 days	8,645	12%	766	15%
60 to 89 days	3,944	5%	286	6%
Activated within 90 days	64,270	86%	4,309	84%
90 to 119 days	2,263	3%	149	3%
120 days and over	5,684	8%	216	4%
Activated between 90 and 180 days	7,947	11%	365	7%
No payments	2,257	3%	430	8%
Total plans approved	74,474	100%	5,104	100%

⁹² Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

⁹³ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table F.38 Proportion of active participants with plan activated within 12 months – NSW

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	3,556	3,801	94%
Not Aboriginal and Torres Strait Islander	63,315	65,788	96%
Not Stated	2,481	2,573	96%
Total	69,352	72,162	96%
by Culturally and Linguistically Diverse status			
CALD	6,026	6,249	96%
Not CALD	63,079	65,657	96%
Not Stated	247	256	96%
Total	69,352	72,162	96%
by Remoteness			
Major Cities	49,897	51,893	96%
Regional	19,235	20,034	96%
Remote	97	103	94%
Missing	123	132	93%
Total	69,352	72,162	96%
by Primary Disability type			
Autism	20,241	20,986	96%
Intellectual Disability (including Down Syndrome)	21,194	21,934	97%
Psychosocial Disability	5,034	5,300	95%
Developmental Delay (including Global Developmental Delay)	1,957	2,039	96%
Other	20,926	21,903	96%
Total	69,352	72,162	96%

Table F.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19–NSW^{94,95}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	36%	66%	37%
50% to 75%	23%	20%	23%
> 75%	41%	14%	40%
Total	100%	100%	100%

⁹⁴ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

⁹⁵ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

Table F.40 Proportion of active participants with approved plans accessing mainstream supports - NSW

	Prior Quarters	2018-19 Q3	Total
Daily Activities	7%	9%	8%
Health & Wellbeing	52%	55%	53%
Lifelong Learning	11%	12%	11%
Other	10%	10%	10%
Non-categorised	32%	31%	31%
Any mainstream service	93%	95%	93%

Part Three: Providers and the growing market

Table F.41 Key provider indicators by quarter - NSW^{96,97}

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	3,962	92	3,828
<i>Company/ organisation</i>	4,962	101	4,888
<i>Total</i>	8,924	193	8,716
b) Registration revoked	401		

⁹⁶ The total number of providers as at 31 March 2019 (8,716) is not the sum of the number of providers as at 31 December 2018 (8,924) and the providers registered in the third quarter of 2018-19 (193). This is due to 401 providers whose registration ended during the third quarter of 2018-19.

⁹⁷ The large number of revoked providers in 2018-19 Q3 reflects differences in the renewal process for providers under the NDIS Quality and Safeguards Commission (NQSC).

Table F.42 Number of approved providers by registration group - NSW⁹⁸

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	878	17	895	2%
Assistance Animals	11	3	14	27%
Assistance with daily life tasks in a group or shared living arrangement	564	25	589	4%
Assistance with travel/transport arrangements	1,710	23	1,733	1%
Daily Personal Activities	843	37	880	4%
Group and Centre Based Activities	744	27	771	4%
High Intensity Daily Personal Activities	722	21	743	3%
Household tasks	2,402	40	2,442	2%
Interpreting and translation	353	0	353	0%
Participation in community, social and civic activities	970	44	1,014	5%
Assistive Technology				
Assistive equipment for recreation	785	16	801	2%
Assistive products for household tasks	970	15	985	2%
Assistance products for personal care and safety	1,351	24	1,375	2%
Communication and information equipment	665	16	681	2%
Customised Prosthetics	565	7	572	1%
Hearing Equipment	237	4	241	2%
Hearing Services	13	2	15	15%
Personal Mobility Equipment	1,139	11	1,150	1%
Specialised Hearing Services	65	3	68	5%
Vision Equipment	286	2	288	1%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	823	34	857	4%
Behaviour Support	512	28	540	5%
Community nursing care for high needs	622	13	635	2%
Development of daily living and life skills	900	38	938	4%
Early Intervention supports for early childhood	1,301	43	1,344	3%
Exercise Physiology and Physical Wellbeing activities	991	5	996	1%
Innovative Community Participation	1,220	27	1,247	2%
Specialised Driving Training	277	6	283	2%
Therapeutic Supports	4,096	81	4,177	2%
Capital services				
Home modification design and construction	1,032	6	1,038	1%
Specialised Disability Accommodation	336	5	341	1%
Vehicle Modifications	166	0	166	0%
Choice and control support services				
Management of funding for supports in participants plan	988	16	1,004	2%
Support Coordination	749	22	771	3%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	445	12	457	3%
Specialised Supported Employment	136	1	137	1%
Total approved providers	8,523	193	8,716	2%

⁹⁸ The 401 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table F.43 Key markets indicators by quarter - NSW

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.66	1.62
b) Number of providers delivering new supports	1,077	911
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	47%	47%
<i>Not yet active (%)</i>	42%	39%
<i>Inactive (%)</i>	12%	15%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	91%	91%
<i>Therapeutic Supports (%)</i>	88%	89%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	91%	90%
<i>Assist Personal Activities (%)</i>	87%	87%

Table F.44 Cumulative number of providers that have been active by registration group - NSW

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	126	16	142	13%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	335	15	350	4%
Assistance with travel/transport arrangements	453	32	485	7%
Daily Personal Activities	623	30	653	5%
Group and Centre Based Activities	448	17	465	4%
High Intensity Daily Personal Activities	529	17	546	3%
Household tasks	1,219	49	1,268	4%
Interpreting and translation	56	2	58	4%
Participation in community, social and civic activities	716	25	741	3%
Assistive Technology				
Assistive equipment for recreation	114	7	121	6%
Assistive products for household tasks	108	13	121	12%
Assistance products for personal care and safety	596	41	637	7%
Communication and information equipment	128	8	136	6%
Customised Prosthetics	238	11	249	5%
Hearing Equipment	54	1	55	2%
Hearing Services	1	0	1	0%
Personal Mobility Equipment	294	13	307	4%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	31	4	35	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	578	29	607	5%
Behaviour Support	278	13	291	5%
Community nursing care for high needs	167	9	176	5%
Development of daily living and life skills	549	25	574	5%
Early Intervention supports for early childhood	634	23	657	4%
Exercise Physiology and Physical Wellbeing activities	355	25	380	7%
Innovative Community Participation	168	20	188	12%
Specialised Driving Training	78	4	82	5%
Therapeutic Supports	2,667	96	2,763	4%
Capital services				
Home modification design and construction	165	15	180	9%
Specialised Disability Accommodation	70	8	78	11%
Vehicle Modifications	40	3	43	8%
Choice and control support services				
Management of funding for supports in participants plan	430	18	448	4%
Support Coordination	186	10	196	5%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	197	5	202	3%
Specialised Supported Employment	93	0	93	0%
Total approved active providers	5,145	198	5,343	4%

Table F.45 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	167	728	895	25	117	142
Assistance Animals	0	14	14	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	44	545	589	16	334	350
Assistance with travel/transport arrangements	451	1,282	1,733	109	376	485
Daily Personal Activities	64	816	880	48	605	653
Group and Centre Based Activities	53	718	771	20	445	465
High Intensity Daily Personal Activities	53	690	743	34	512	546
Household tasks	852	1,590	2,442	461	807	1,268
Interpreting and translation	65	288	353	20	38	58
Participation in community, social and civic activities	84	930	1,014	61	680	741
Assistive Technology						
Assistive equipment for recreation	215	586	801	20	101	121
Assistive products for household tasks	255	730	985	18	103	121
Assistance products for personal care and safety	342	1,033	1,375	105	532	637
Communication and information equipment	232	449	681	35	101	136
Customised Prosthetics	161	411	572	63	186	249
Hearing Equipment	31	210	241	4	51	55
Hearing Services	0	15	15	0	1	1
Personal Mobility Equipment	345	805	1,150	51	256	307
Specialised Hearing Services	20	48	68	1	7	8
Vision Equipment	59	229	288	4	31	35
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	99	758	857	61	546	607
Behaviour Support	141	399	540	70	221	291
Community nursing care for high needs	89	546	635	32	144	176
Development of daily living and life skills	92	846	938	49	525	574
Early Intervention supports for early childhood	649	695	1,344	292	365	657
Exercise Physiology and Physical Wellbeing activities	358	638	996	127	253	380
Innovative Community Participation	413	834	1,247	60	128	188
Specialised Driving Training	62	221	283	33	49	82
Therapeutic Supports	2,140	2,037	4,177	1,367	1,396	2,763
Capital services						
Home modification design and construction	290	748	1,038	28	152	180
Specialised Disability Accommodation	31	310	341	1	77	78
Vehicle Modifications	19	147	166	8	35	43
Choice and control support services						
Management of funding for supports in participants plan	176	828	1,004	79	369	448

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	84	687	771	18	178	196
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	45	412	457	14	188	202
Specialised Supported Employment	2	135	137	0	93	93
Total	3,828	4,888	8,716	2,228	3,115	5,343

Table F.46 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NSW

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	19%	81%	895	18%	82%	142
Assistance Animals	0%	100%	14	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	589	5%	95%	350
Assistance with travel/transport arrangements	26%	74%	1,733	22%	78%	485
Daily Personal Activities	7%	93%	880	7%	93%	653
Group and Centre Based Activities	7%	93%	771	4%	96%	465
High Intensity Daily Personal Activities	7%	93%	743	6%	94%	546
Household tasks	35%	65%	2,442	36%	64%	1,268
Interpreting and translation	18%	82%	353	34%	66%	58
Participation in community, social and civic activities	8%	92%	1,014	8%	92%	741
Assistive Technology						
Assistive equipment for recreation	27%	73%	801	17%	83%	121
Assistive products for household tasks	26%	74%	985	15%	85%	121
Assistance products for personal care and safety	25%	75%	1,375	16%	84%	637
Communication and information equipment	34%	66%	681	26%	74%	136
Customised Prosthetics	28%	72%	572	25%	75%	249
Hearing Equipment	13%	87%	241	7%	93%	55
Hearing Services	0%	100%	15	0%	100%	1
Personal Mobility Equipment	30%	70%	1,150	17%	83%	307
Specialised Hearing Services	29%	71%	68	13%	88%	8
Vision Equipment	20%	80%	288	11%	89%	35
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	857	10%	90%	607
Behaviour Support	26%	74%	540	24%	76%	291
Community nursing care for high needs	14%	86%	635	18%	82%	176
Development of daily living and life skills	10%	90%	938	9%	91%	574
Early Intervention supports for early childhood	48%	52%	1,344	44%	56%	657

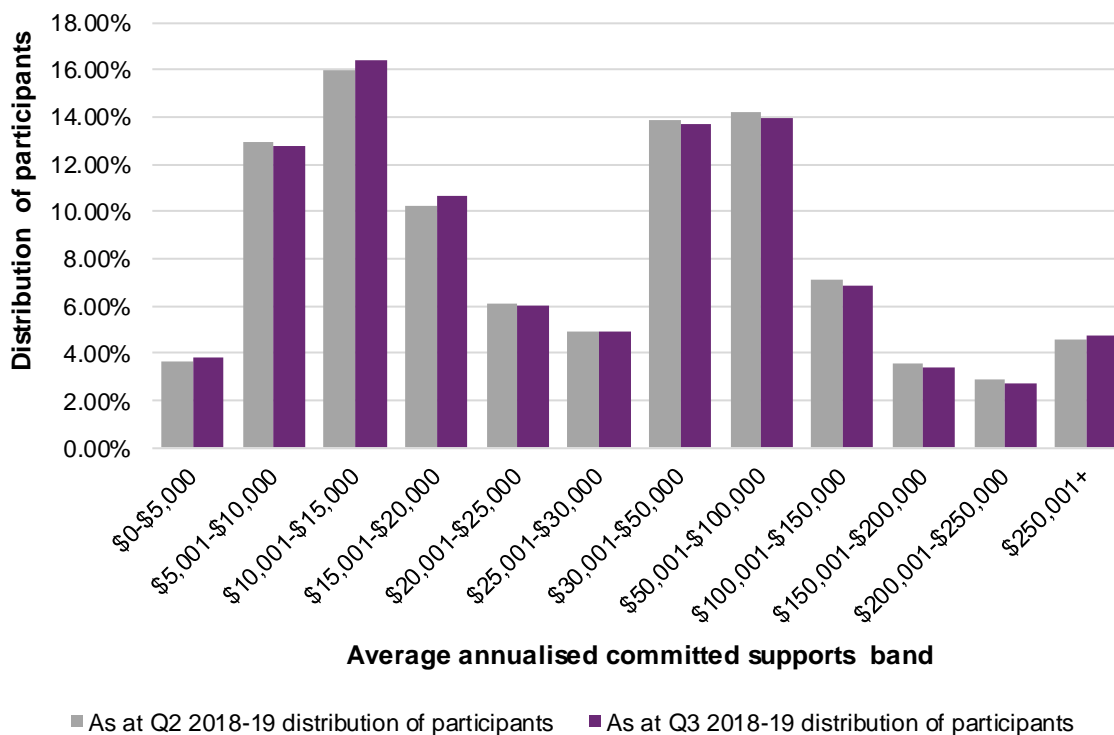
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	36%	64%	996	33%	67%	380
Innovative Community Participation	33%	67%	1,247	32%	68%	188
Specialised Driving Training	22%	78%	283	40%	60%	82
Therapeutic Supports	51%	49%	4,177	49%	51%	2,763
Capital services						
Home modification design and construction	28%	72%	1,038	16%	84%	180
Specialised Disability Accommodation	9%	91%	341	1%	99%	78
Vehicle Modifications	11%	89%	166	19%	81%	43
Choice and control support services						
Management of funding for supports in participants plan	18%	82%	1,004	18%	82%	448
Support Coordination	11%	89%	771	9%	91%	196
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	10%	90%	457	7%	93%	202
Specialised Supported Employment	1%	99%	137	0%	100%	93
Total	44%	56%	8,716	42%	58%	5,343

Part Five: Financial sustainability

Table F.47 Committed supports by financial year (\$m) - NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ⁹⁹	Total
Total Committed	50.6	184.5	349.4	1,786.3	4,306.6	4,421.2	11,098.7

Figure F.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NSW)



⁹⁹ Note: the \$4.4 billion in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure F.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NSW)

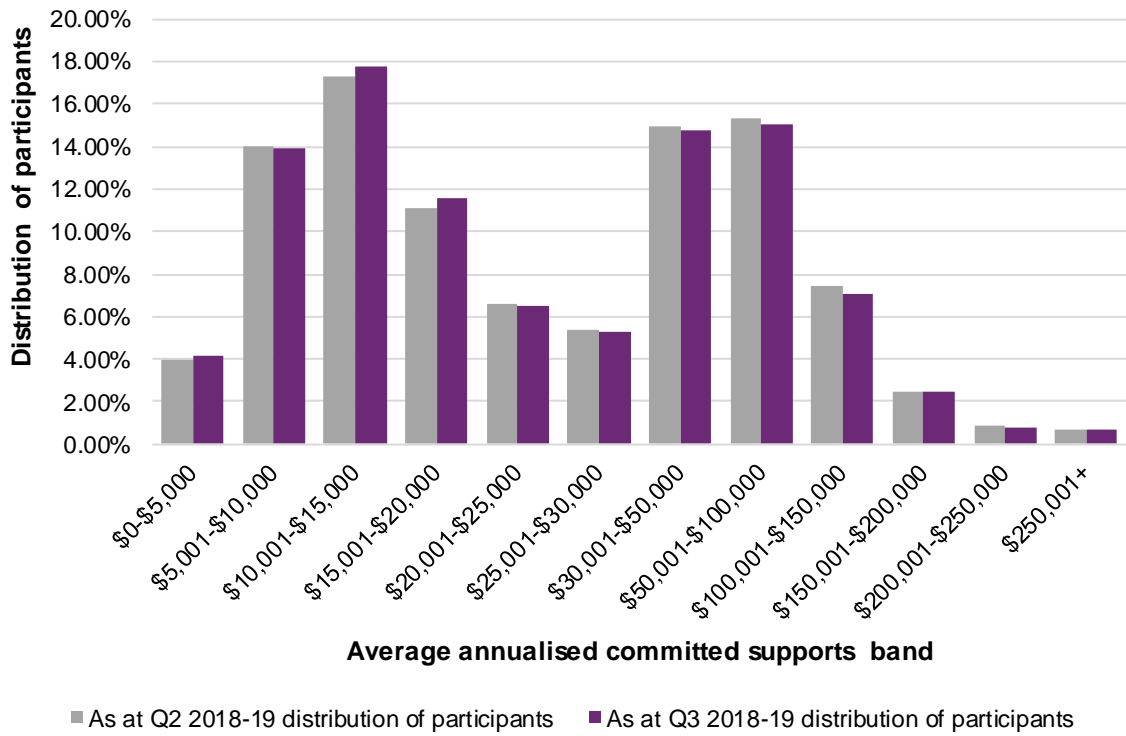
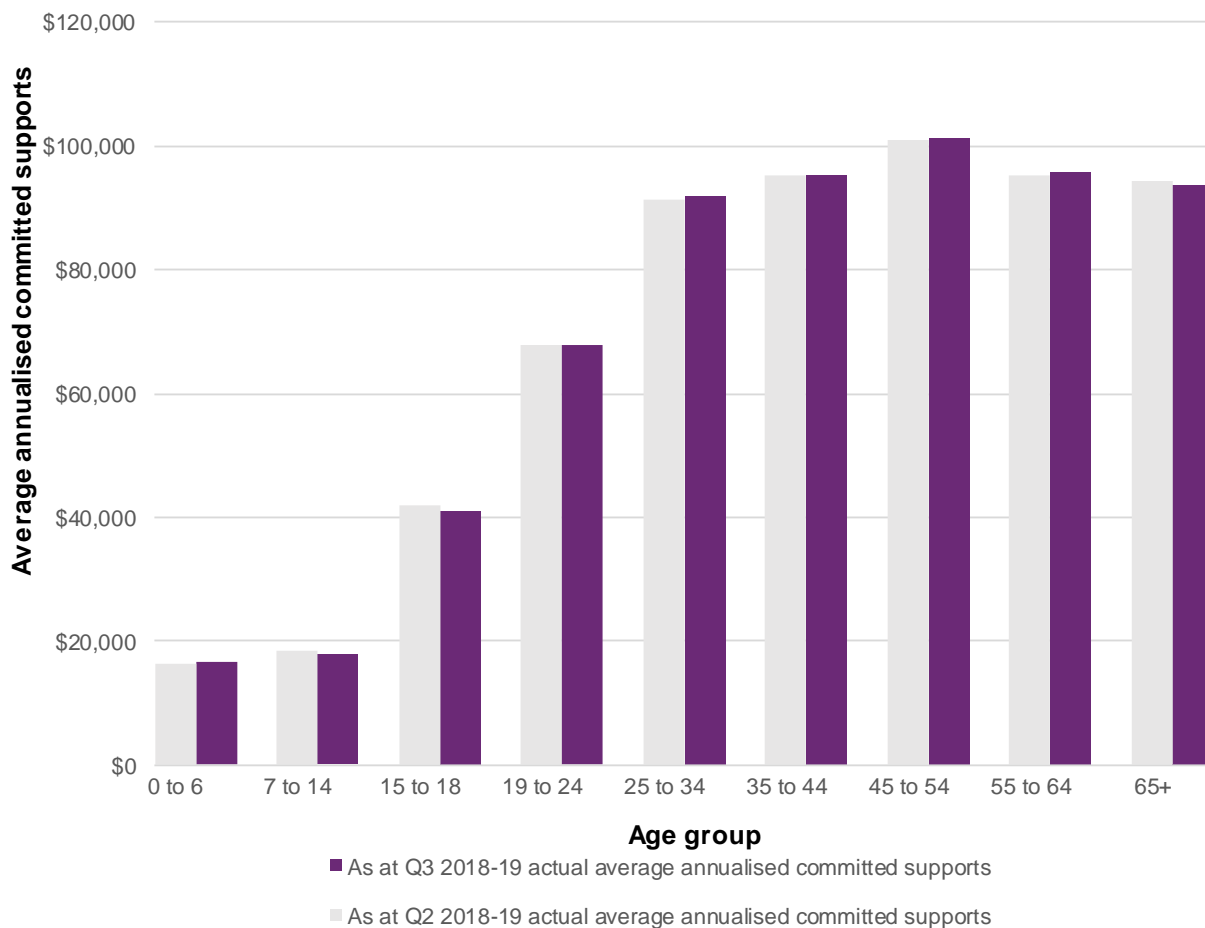
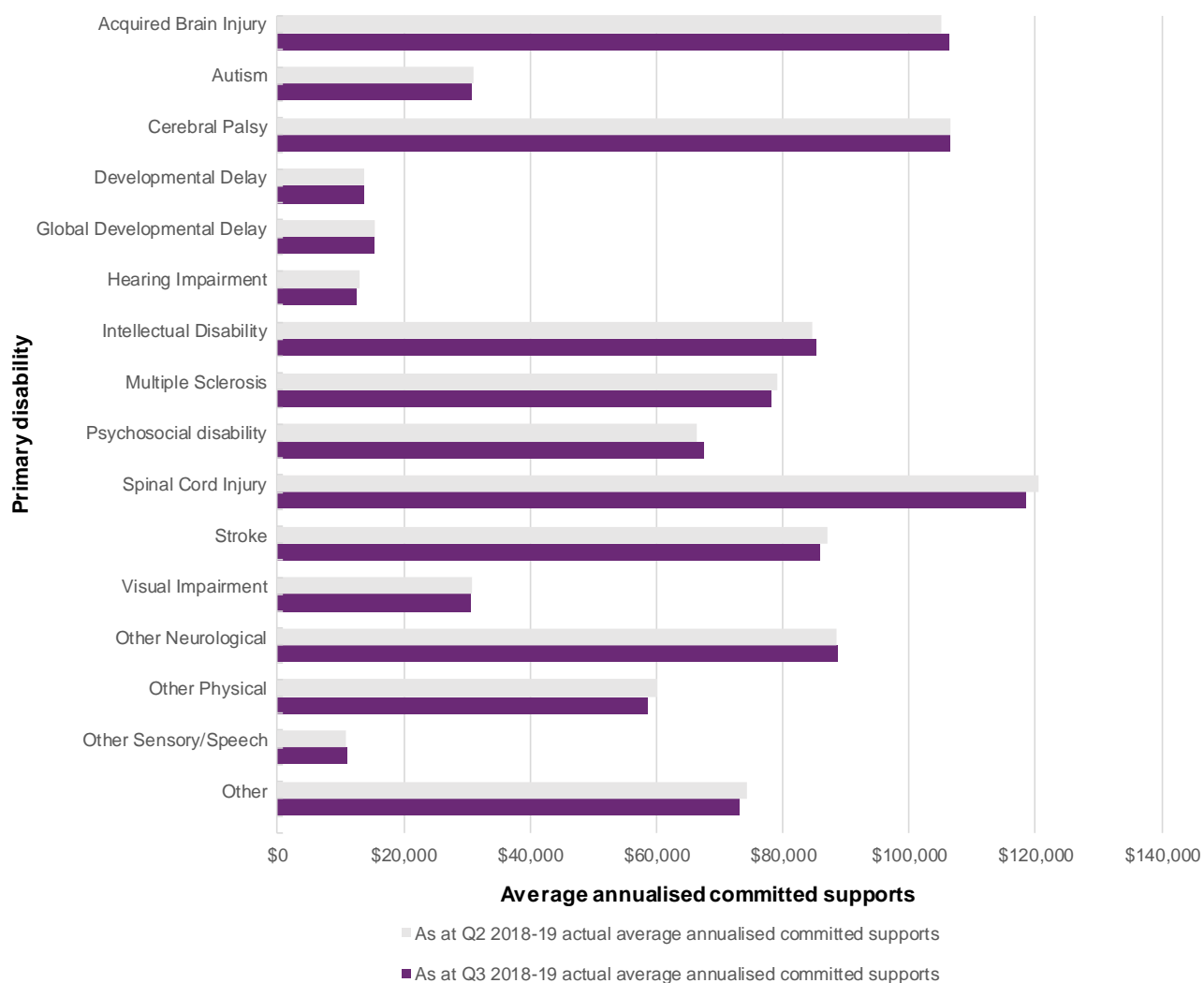


Figure F.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NSW) ¹⁰⁰



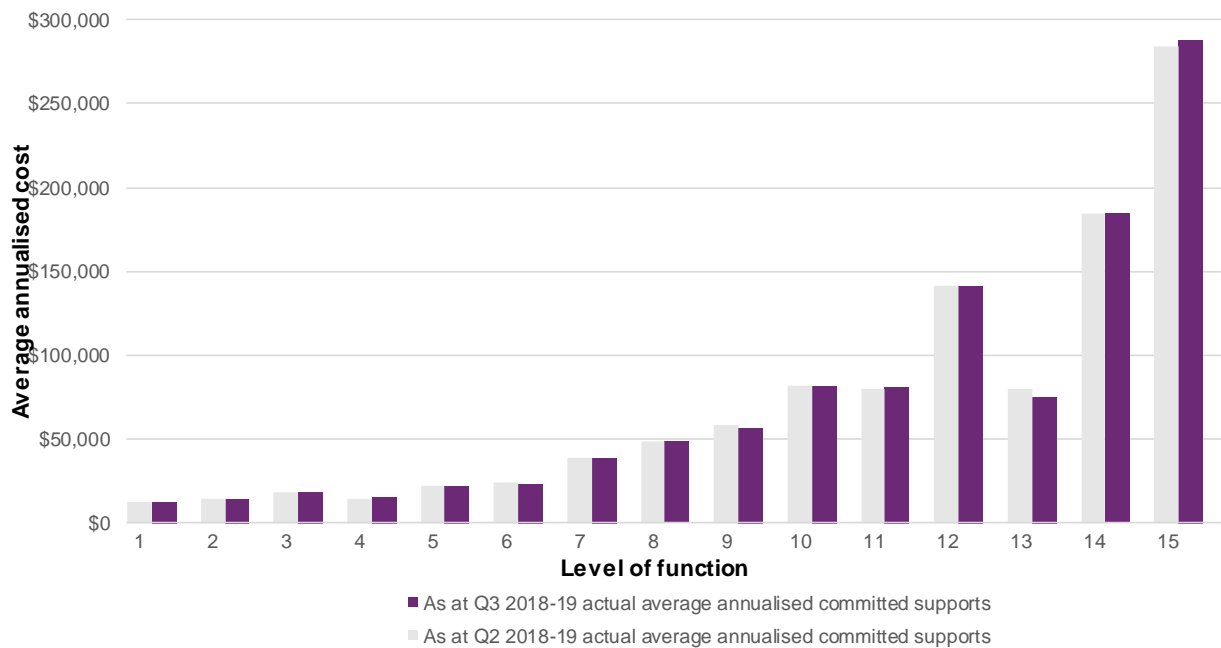
¹⁰⁰ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure F.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NSW) ¹⁰¹



¹⁰¹ Ibid.

Figure F.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NSW) ^{102,103}



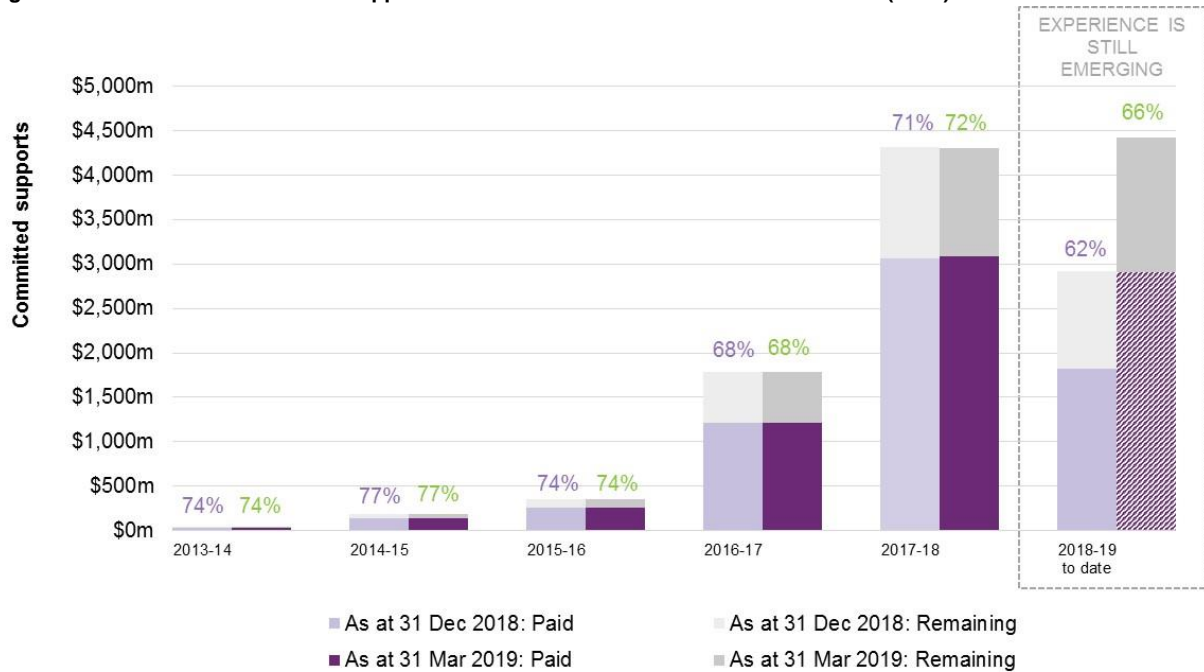
¹⁰² Ibid.

¹⁰³ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Table F.48 Payments by financial year, compared to committed supports (\$m) – NSW

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2,Q3	Total
Total committed	50.6	184.5	349.4	1,786.3	4,306.6	4,421.2	11,098.7
Total paid	37.4	141.3	257.4	1,215.1	3,082.4	2,903.6	7,637.2
% utilised to date	74%	77%	74%	68%	72%	66%	67% ¹⁰⁴

Figure F.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (NSW)



¹⁰⁴ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Plan approvals compared to estimates - VIC

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
VIC	55,854	10,021	65,875	71,770	88,165

Table G.2 Quarterly intake split by plan and entry type since 1 July 2013 – VIC¹⁰⁵

	Prior Quarters	2018-19 Q3	Total
Access decisions	84,119	8,564	92,683
Access Met	73,484	6,872	80,356
State	50,986	3,951	54,937
Commonwealth	6,675	601	7,276
New	15,823	2,320	18,143
Total Participant Plans	60,722	15,916	71,770
State	38,460	6,520	44,980
Commonwealth	5,351	846	6,197
New	12,043	2,655	14,698
ECEI ¹⁰⁶	4,868	5,895	5,895
Total Participant Plans	60,722	15,916	71,770
Early Intervention (s25)	7,753	1,420	9,173
Permanent Disability (s24)	48,101	8,601	56,702
ECEI ¹⁰⁷	4,868	5,895	5,895

Table G.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – VIC

Exits	
Total participant exits	1,137
Early Intervention participants	140
Permanent disability participants	997

¹⁰⁵ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 90% of people with a hearing impairment met the access criteria compared to 80% overall.

¹⁰⁶ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹⁰⁷ Ibid.

Table G.4 Cumulative position by services previously received – VIC¹⁰⁸

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,901	387	1,994		5,282	5,289	100%
End of 2016-17	9,831	1,241	4,357	1,050	16,479	20,205	82%
End of 2017-18	27,601	3,691	7,885	3,024	42,201	50,697	83%
End of 2018-19 Q1	32,782	4,493	9,974	3,595	50,844	58,678	87%
End of 2018-19 Q2	38,460	5,351	12,043	4,868	60,722	75,015	81%
End of 2018-19 Q3	44,980	6,197	14,698	5,895	71,770	88,165	81%

Table G.5 Cumulative position by entry into the Scheme – VIC¹⁰⁹

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	1,424	3,858		5,282	5,289	100%
End of 2016-17	2,700	12,729	1,050	16,479	20,205	82%
End of 2017-18	5,236	33,941	3,024	42,201	50,697	83%
End of 2018-19 Q1	6,513	40,736	3,595	50,844	58,678	87%
End of 2018-19 Q2	7,753	48,101	4,868	60,722	75,015	81%
End of 2018-19 Q3	9,173	56,702	5,895	71,770	88,165	81%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table G.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – VIC

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,243	2.3%	238	2.4%	1,481	2.3%
Not Aboriginal and Torres Strait Islander	49,609	90.6%	8,655	86.5%	58,264	90.0%
Not Stated	3,876	7.1%	1,117	11.2%	4,993	7.7%
Total	54,728	100%	10,010	100%	64,738	100%

Table G.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – VIC

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
CALD	4,665	8.5%	1,367	13.7%	6,032	9.3%
Not CALD	49,764	90.9%	8,634	86.3%	58,398	90.2%
Not Stated	299	0.5%	9	0.1%	308	0.5%
Total	54,728	100%	10,010	100%	64,738	100%

Table G.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – VIC

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
YPIRAC	805	1.5%	128	1.3%	933	1.4%
Not YPIRAC	53,923	98.5%	9,882	98.7%	63,805	98.6%
Total	54,728	100%	10,010	100%	64,738	100%

¹⁰⁸ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹⁰⁹ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

Table G.9 Participant profile per quarter by remoteness – VIC^{110,111}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	37,149	68.0%	7,848	78.5%	44,997	69.6%
Population > 50,000	6,833	12.5%	446	4.5%	7,279	11.3%
Population between 15,000 and 50,000	3,637	6.7%	665	6.6%	4,302	6.7%
Population between 5,000 and 15,000	3,324	6.1%	507	5.1%	3,831	5.9%
Population less than 5,000	3,671	6.7%	527	5.3%	4,198	6.5%
Remote	32	0.1%	8	0.1%	40	0.1%
Very Remote	2	0.0%	0	0.0%	2	0.0%
Missing	80		9		89	
Total	54,728	100%	10,010	100%	64,738	100%

Table G.10 Participant profile per quarter by disability group - VIC^{112,113}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	14,113	26%	2,721	27%	16,834	26%
Intellectual Disability ¹¹⁴	15,489	28%	2,139	21%	17,628	27%
Psychosocial disability	6,553	12%	1,355	14%	7,908	12%
Cerebral Palsy	2,466	5%	335	3%	2,801	4%
Other Neurological	2,543	5%	472	5%	3,015	5%
Developmental Delay	3,282	6%	822	8%	4,104	6%
Other Physical	1,703	3%	434	4%	2,137	3%
Hearing Impairment	1,495	3%	463	5%	1,958	3%
ABI	1,779	3%	297	3%	2,076	3%
Visual Impairment	1,625	3%	297	3%	1,922	3%
Multiple Sclerosis	1,474	3%	242	2%	1,716	3%
Global Developmental Delay	641	1%	140	1%	781	1%
Stroke	599	1%	132	1%	731	1%
Spinal Cord Injury	451	1%	81	1%	532	1%
Other Sensory/Speech	434	1%	71	1%	505	1%
Other	81	0%	9	0%	90	0%
Total	54,728	100%	10,010	100%	64,738	100%

¹¹⁰ This table is based on the Modified Monash Model measure of remoteness.

¹¹¹ The distributions are calculated excluding active participants with a missing remoteness classification.

¹¹² Table order based on national proportions (highest to lowest)

¹¹³ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹¹⁴ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in VIC (2,189).

Table G.11 Participant profile per quarter by level of function – VIC¹¹⁵

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	3,592	7%	602	6%	4,194	6%
2 (High Function)	187	0%	26	0%	213	0%
3 (High Function)	3,317	6%	560	6%	3,877	6%
4 (High Function)	2,908	5%	617	6%	3,525	5%
5 (High Function)	4,105	8%	634	6%	4,739	7%
6 (Moderate Function)	8,246	15%	1,765	18%	10,011	15%
7 (Moderate Function)	3,499	6%	502	5%	4,001	6%
8 (Moderate Function)	4,687	9%	761	8%	5,448	8%
9 (Moderate Function)	244	0%	52	1%	296	0%
10 (Moderate Function)	6,772	12%	1,153	12%	7,925	12%
11 (Low Function)	2,329	4%	357	4%	2,686	4%
12 (Low Function)	9,326	17%	1,465	15%	10,791	17%
13 (Low Function)	4,120	8%	1,372	14%	5,492	8%
14 (Low Function)	1,270	2%	144	1%	1,414	2%
15 (Low Function)	12	0%	0	0%	12	0%
Missing	114		0		114	
Total	54,728	100%	10,010	100%	64,738	100%

Table G.12 Participant profile per quarter by Age group – VIC

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	6,905	13%	1,924	19%	8,829	14%
7 to 14	12,244	22%	2,249	22%	14,493	22%
15 to 18	3,808	7%	644	6%	4,452	7%
19 to 24	4,602	8%	722	7%	5,324	8%
25 to 34	5,964	11%	865	9%	6,829	11%
35 to 44	5,777	11%	972	10%	6,749	10%
45 to 54	7,180	13%	1,213	12%	8,393	13%
55 to 64	6,985	13%	1,319	13%	8,304	13%
65+	1,263	2%	102	1%	1,365	2%
Total	54,728	100%	10,010	100%	64,738	100%

Table G.13 Participant profile per quarter by Gender – VIC

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	32,497	59%	5,982	60%	38,479	59%
Female	21,611	39%	3,941	39%	25,552	39%
Indeterminate	620	1%	87	1%	707	1%
Total	54,728	100%	10,010	100%	64,738	100%

¹¹⁵ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table G.14 Number of questionnaires completed by SFOF version – VIC¹¹⁶

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	1,934	3,444	3,138	8,516
Participant school to 14	1,901	5,330	7,510	14,741
Participant 15 to 24	1,226	3,334	3,594	8,154
Participant 25 and over	4,584	11,206	12,263	28,053
Total Participant	9,645	23,314	26,505	59,464
Family 0 to 14	3,688	8,538	10,248	22,474
Family 15 to 24	310	2,517	2,649	5,476
Family 25 and over	145	3,895	3,762	7,802
Total Family	4,143	14,950	16,659	35,752
Total	13,788	38,264	43,164	95,216

Table G.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – VIC

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	66%			
CC % who say their child is able to tell them what he/she wants	74%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		62%		
CC % who are happy with the level of independence/control they have now			31%	
CC % who choose who supports them			33%	55%
CC % who choose what they do each day			40%	63%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			21%	30%
CC % who want more choice and control in their life			82%	80%

¹¹⁶ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants.
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Table G.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	64%	58%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	54%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		35%		
REL	Of these, % who are welcomed or actively included	66%	73%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			34%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			33%	36%

Table G.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – VIC

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		61%		
HM	% who are happy with their home			80%	72%
HM	% who feel safe or very safe in their home			84%	74%
HW	% who rate their health as good, very good or excellent			67%	45%
HW	% who did not have any difficulties accessing health services			69%	64%
LL	% who currently attend or previously attended school in a mainstream class			27%	
LL	% who participate in education, training or skill development				16%
LL	Of those who participate, % who do so in mainstream settings				37%
LL	% unable to do a course or training they wanted to do in the last 12 months				40%
WK	% who have a paid job			15%	21%
WK	% who volunteer			11%	12%

Table G.18 Selected key indicators for families/carers of participants – VIC

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	22%	29%	24%
% receiving Carer Allowance	51%	53%	39%
% working in a paid job	46%	49%	35%
Of those in a paid job, % in permanent employment	79%	75%	76%
Of those in a paid job, % working 15 hours or more	75%	81%	82%
% who say they (and their partner) are able to work as much as they want	38%	41%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	91%	88%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	33%	28%	19%
% able to advocate for their child/family member	74%	66%	64%
% who have friends and family they see as often as they like	40%	38%	44%
% who feel very confident or somewhat confident in supporting their child's development	84%		
% who know what their family can do to enable their family member with disability to become as independent as possible		35%	
% who feel in control selecting services		37%	37%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			38%
% who rate their health as good, very good or excellent	71%	60%	57%

Table G.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=1,446) – VIC¹¹⁷

	Question	% Yes
DL	Has the NDIS improved your child's development?	90%
DL	Has the NDIS improved your child's access to specialist services?	88%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	69%
S/CP	Has the NDIS improved how your child fits into community life?	58%

¹¹⁷ Results in Tables G.19 to G.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables G.23 to G.26.

Table G.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=3,850) – VIC

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	57%
LL	Has the NDIS improved your child's access to education?	35%
REL	Has the NDIS improved your child's relationships with family and friends?	45%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table G.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=2,276) and ‘Participant 25 and over’ (n=7,527) – VIC

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	55%	63%
DL	Has the NDIS helped you with daily living activities?	57%	67%
REL	Has the NDIS helped you to meet more people?	46%	47%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	19%	24%
HW	Has your involvement with the NDIS improved your health and wellbeing?	38%	44%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	17%
S/CP	Has the NDIS helped you be more involved?	51%	55%

Table G.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=4,953); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=2,701) – VIC

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	48%
Has the NDIS improved the level of support for your family?	65%	61%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	66%	59%
Has the NDIS improved your ability/capacity to help your child develop and learn?	71%	
Has the NDIS improved your health and wellbeing?	37%	34%

Table G.23 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – VIC¹¹⁸

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	94%	+3%
DL	Has the NDIS improved your child's access to specialist services?	90%	92%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	80%	84%	+4%
REL	Has the NDIS improved how your child fits into family life?	71%	76%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	57%	63%	+6%

Table G.24 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – VIC

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	58%	66%	+8%
LL	Has the NDIS improved your child's access to education?	32%	35%	+2%
REL	Has the NDIS improved your child's relationships with family and friends?	47%	48%	+1%
S/CP	Has the NDIS improved your child's social and recreational life?	46%	49%	+2%

Table G.25 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – VIC

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	64%	+4%	65%	72%	+7%
DL	Has the NDIS helped you with daily living activities?	64%	68%	+5%	70%	78%	+8%
REL	Has the NDIS helped you to meet more people?	53%	55%	+2%	50%	54%	+5%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	17%	-5%	29%	28%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	46%	+3%	48%	53%	+5%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	44%	44%	0%	34%	35%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	14%	11%	-4%	16%	14%	-2%
S/CP	Has the NDIS helped you be more involved?	54%	58%	+4%	58%	64%	+5%

¹¹⁸ Results in Tables G.23 to G.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table G.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – VIC

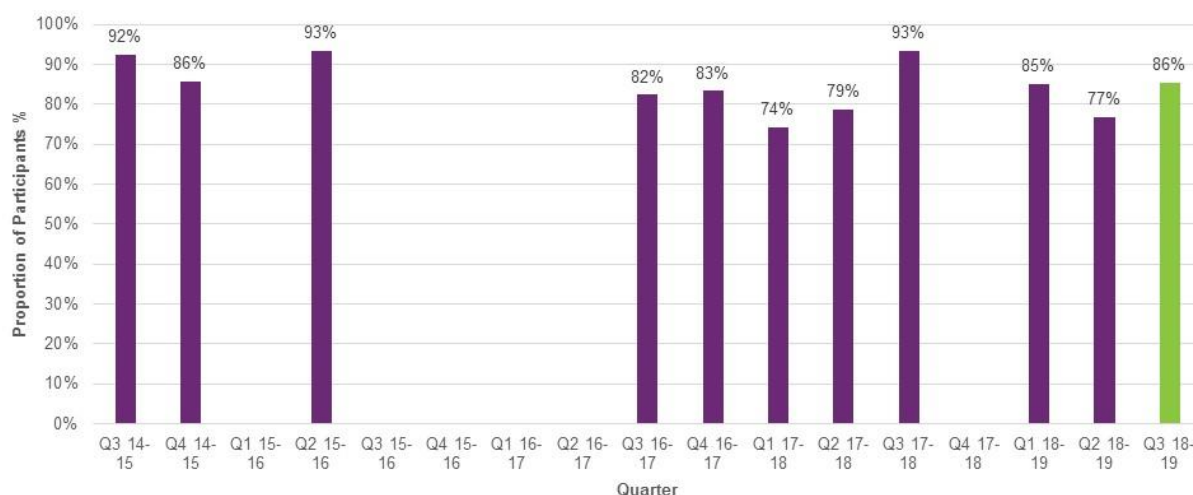
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	64%	66%	+2%	53%	55%	+1%
Has the NDIS improved the level of support for your family?	71%	74%	+3%	57%	70%	+12%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	71%	75%	+5%	61%	71%	+9%
Has the NDIS improved your ability/capacity to help your child develop and learn?	78%	79%	+1%			
Has the NDIS improved your health and wellbeing?	40%	42%	+2%	30%	30%	0%

Table G.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – VIC¹¹⁹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	12%	18%	26%
Aged 25+	21%	21%	
Aged 15+ (average)	19%	20%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	34%	40%	41%
Aged 25+	36%	43%	
Aged 15+ (average)	36%	43%	

¹¹⁹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure G.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (VIC)*¹²⁰



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 86% gave a rating of good or very good, 8% gave a neutral rating and 7% gave a rating of poor or very poor.

Table G.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (VIC)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	94%	3%	3%
I had enough time to tell my story and say what support I need	92%	4%	4%
The planner knows what I can do well	79%	16%	5%
The planner had some good ideas for my plan	83%	11%	6%
I know what is in my plan	83%	9%	8%
The planner helped me think about my future	80%	13%	7%
I think my plan will make my life better	82%	10%	8%
The planning meeting went well	91%	6%	3%

Table G.29 Plan reviews conducted per quarter – excluding plans less than 30 days – VIC¹²¹

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	45,123	13,904	59,027
Early intervention plans	6,997	1,678	8,675
Permanent disability plans	38,126	12,226	50,352

Table G.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	34,949	11,583	46,532
Trial participants	10,702	1,132	11,834
Transition participants	24,247	10,451	34,698

¹²⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

¹²¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table G.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – VIC

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	10,174	2,321	12,495
<i>Trial participants</i>	1,902	209	2,111
<i>Transition participants</i>	8,272	2,112	10,384

Table G.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – VIC¹²²

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	17.3%	15.3%	16.9%

Table G.33 AAT cases by category – VIC

	Prior Quarters		2018-19 Q3		Total	
Category	N	%	N	%	N	%
Access	88	31%	11	19%	99	29%
Plan	150	53%	29	50%	179	52%
Plan Review	32	11%	7	12%	39	11%
Other	15	5%	11	19%	26	8%
Total	285	100%	58	100%	343	100%
% of all access decisions¹²³	0.28%		0.26%		0.28%	

Table G.34 AAT cases by open/closed and decision – VIC

	N
AAT Cases	343
Open AAT Cases	131
Closed AAT Cases	212
<i>Resolved before hearing</i>	196
<i>Gone to hearing and received a substantive decision</i>	16*

*Of the 16 cases which went to hearing and received a substantive decision: 7 affirmed the Agency's decision, 4 varied the Agency's decision and 5 set aside the Agency's decision.

Table G.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	16%	18%	17%
Self-managed partly	12%	13%	12%
Plan managed	30%	36%	32%
Agency managed	42%	33%	39%
Total	100%	100%	100%

Table G.36 Distribution of active participants by support coordination and quarter of plan approval – VIC

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	47%	46%	47%

¹²² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹²³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table G.37 Duration to plan activation by quarter of initial plan approval for active participants – VIC^{124,125}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	23,480	71%	5,404	67%
30 to 59 days	3,635	11%	960	12%
60 to 89 days	1,830	6%	394	5%
Activated within 90 days	28,945	87%	6,758	84%
90 to 119 days	971	3%	224	3%
120 days and over	2,125	6%	327	4%
Activated between 90 and 180 days	3,096	9%	551	7%
No payments	1,195	4%	712	9%
Total plans approved	33,236	100%	8,021	100%

¹²⁴ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹²⁵ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table G.38 Proportion of active participants with plan activated within 12 months – VIC

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	673	730	92%
Not Aboriginal and Torres Strait Islander	26,765	27,911	96%
Not Stated	1,819	1,897	96%
Total	29,257	30,538	96%
by Culturally and Linguistically Diverse status			
CALD	1,776	1,837	97%
Not CALD	27,206	28,420	96%
Not Stated	275	281	98%
Total	29,257	30,538	96%
by Remoteness			
Major Cities	17,421	18,178	96%
Regional	11,774	12,294	96%
Remote	16	19	84%
Missing	46	47	98%
Total	29,257	30,538	96%
by Primary Disability type			
Autism	7,559	7,846	96%
Intellectual Disability (including Down Syndrome)	8,973	9,285	97%
Psychosocial Disability	3,160	3,360	94%
Developmental Delay (including Global Developmental Delay)	1,940	2,081	93%
Other	7,625	7,966	96%
Total	29,257	30,538	96%

Table G.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19 – VIC^{126,127}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	42%	68%	45%
50% to 75%	24%	18%	23%
> 75%	35%	14%	33%
Total	100%	100%	100%

Table G.40 Proportion of active participants with approved plans accessing mainstream supports – VIC

	Prior Quarters	2018-19 Q3	Total
Daily Activities	9%	11%	10%
Health & Wellbeing	42%	42%	42%
Lifelong Learning	9%	9%	9%
Other	11%	12%	11%
Non-categorised	34%	33%	34%
Any mainstream service	90%	91%	90%

¹²⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

¹²⁷ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table G.41 Key provider indicators by quarter - VIC¹²⁸

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	2,425	342	2,762
<i>Company/ organisation</i>	3,602	359	3,907
<i>Total</i>	6,027	701	6,669
b) Registration revoked	59		

¹²⁸ The total number of providers as at 31 March 2019 (6,669) is not the sum of the number of providers as at 31 December 2018 (6,027) and the providers registered in the third quarter of 2018-19 (701). This is due to 59 providers whose registration ended during the third quarter of 2018-19.

Table G.42 Number of approved providers by registration group - VIC¹²⁹

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	683	115	798	17%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	243	58	301	24%
Assistance with travel/transport arrangements	1,386	215	1,601	16%
Daily Personal Activities	449	68	517	15%
Group and Centre Based Activities	431	66	497	15%
High Intensity Daily Personal Activities	413	62	475	15%
Household tasks	1,764	303	2,067	17%
Interpreting and translation	509	82	591	16%
Participation in community, social and civic activities	512	75	587	15%
Assistive Technology				
Assistive equipment for recreation	576	85	661	15%
Assistive products for household tasks	732	118	850	16%
Assistance products for personal care and safety	1,029	156	1,185	15%
Communication and information equipment	471	53	524	11%
Customised Prosthetics	355	57	412	16%
Hearing Equipment	196	35	231	18%
Hearing Services	14	3	17	21%
Personal Mobility Equipment	750	112	862	15%
Specialised Hearing Services	50	11	61	22%
Vision Equipment	211	44	255	21%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	457	76	533	17%
Behaviour Support	351	60	411	17%
Community nursing care for high needs	790	132	922	17%
Development of daily living and life skills	471	75	546	16%
Early Intervention supports for early childhood	357	20	377	6%
Exercise Physiology and Physical Wellbeing activities	617	94	711	15%
Innovative Community Participation	972	208	1,180	21%
Specialised Driving Training	184	51	235	28%
Therapeutic Supports	2,839	348	3,187	12%
Capital services				
Home modification design and construction	809	140	949	17%
Specialised Disability Accommodation	273	62	335	23%
Vehicle Modifications	181	48	229	27%
Choice and control support services				
Management of funding for supports in participants plan	305	74	379	24%
Support Coordination	402	82	484	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	124	8	132	6%
Specialised Supported Employment	80	4	84	5%
Total approved providers	5,968	701	6,669	12%

¹²⁹ The 59 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table G.43 Key markets indicators by quarter – VIC

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.56	1.50
b) Number of providers delivering new supports	0.47	0.38
c) Change in the number of active/inactive providers:	706	764
<i>Active (%)</i>	36%	35%
<i>Not yet active (%)</i>	56%	56%
<i>Inactive (%)</i>	8%	9%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	87%	86%
<i>Therapeutic Supports (%)</i>	89%	91%
<i>Participate Community (%)</i>	85%	85%
<i>Early Childhood Supports (%)</i>	90%	90%
<i>Assist Personal Activities (%)</i>	90%	91%

Table G.44 Cumulative number of providers that have been active by registration group – VIC

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	45	9	54	20%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	120	11	131	9%
Assistance with travel/transport arrangements	292	28	320	10%
Daily Personal Activities	326	46	372	14%
Group and Centre Based Activities	259	12	271	5%
High Intensity Daily Personal Activities	269	27	296	10%
Household tasks	564	98	662	17%
Interpreting and translation	23	5	28	22%
Participation in community, social and civic activities	365	40	405	11%
Assistive Technology				
Assistive equipment for recreation	37	3	40	8%
Assistive products for household tasks	36	5	41	14%
Assistance products for personal care and safety	301	46	347	15%
Communication and information equipment	41	6	47	15%
Customised Prosthetics	84	12	96	14%
Hearing Equipment	30	4	34	13%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	129	19	148	15%
Specialised Hearing Services	8	0	8	0%
Vision Equipment	17	0	17	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	318	45	363	14%
Behaviour Support	137	19	156	14%
Community nursing care for high needs	101	11	112	11%
Development of daily living and life skills	271	21	292	8%
Early Intervention supports for early childhood	258	17	275	7%
Exercise Physiology and Physical Wellbeing activities	98	17	115	17%
Innovative Community Participation	59	12	71	20%
Specialised Driving Training	25	7	32	28%
Therapeutic Supports	1,385	160	1,545	12%
Capital services				
Home modification design and construction	70	10	80	14%
Specialised Disability Accommodation	32	8	40	25%
Vehicle Modifications	20	3	23	15%
Choice and control support services				
Management of funding for supports in participants plan	143	39	182	27%
Support Coordination	84	22	106	26%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	60	8	68	13%
Specialised Supported Employment	60	2	62	3%
Total approved active providers	2,612	319	2,931	12%

Table G.45 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	130	668	798	10	44	54
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	18	283	301	2	129	131
Assistance with travel/transport arrangements	357	1,244	1,601	41	279	320
Daily Personal Activities	36	481	517	23	349	372
Group and Centre Based Activities	35	462	497	9	262	271
High Intensity Daily Personal Activities	30	445	475	17	279	296
Household tasks	625	1,442	2,067	233	429	662
Interpreting and translation	74	517	591	3	25	28
Participation in community, social and civic activities	49	538	587	29	376	405
Assistive Technology						
Assistive equipment for recreation	153	508	661	3	37	40
Assistive products for household tasks	172	678	850	2	39	41
Assistance products for personal care and safety	219	966	1,185	39	308	347
Communication and information equipment	152	372	524	11	36	47
Customised Prosthetics	96	316	412	12	84	96
Hearing Equipment	34	197	231	2	32	34
Hearing Services	0	17	17	0	5	5
Personal Mobility Equipment	222	640	862	16	132	148
Specialised Hearing Services	17	44	61	0	8	8
Vision Equipment	52	203	255	2	15	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	59	474	533	41	322	363
Behaviour Support	78	333	411	34	122	156
Community nursing care for high needs	141	781	922	11	101	112
Development of daily living and life skills	48	498	546	23	269	292
Early Intervention supports for early childhood	195	182	377	140	135	275
Exercise Physiology and Physical Wellbeing activities	190	521	711	35	80	115
Innovative Community Participation	375	805	1,180	21	50	71
Specialised Driving Training	42	193	235	11	21	32
Therapeutic Supports	1,632	1,555	3,187	800	745	1,545
Capital services						
Home modification design and construction	277	672	949	21	59	80
Specialised Disability Accommodation	38	297	335	1	39	40
Vehicle Modifications	26	203	229	0	23	23
Choice and control support services						
Management of funding for supports in participants plan	40	339	379	18	164	182

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	45	439	484	15	91	106
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	4	128	132	1	67	68
Specialised Supported Employment	0	84	84	0	62	62
Total	2,762	3,907	6,669	1,217	1,714	2,931

Table G.46 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – VIC

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	16%	84%	798	19%	81%	54
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	301	2%	98%	131
Assistance with travel/transport arrangements	22%	78%	1,601	13%	87%	320
Daily Personal Activities	7%	93%	517	6%	94%	372
Group and Centre Based Activities	7%	93%	497	3%	97%	271
High Intensity Daily Personal Activities	6%	94%	475	6%	94%	296
Household tasks	30%	70%	2,067	35%	65%	662
Interpreting and translation	13%	87%	591	11%	89%	28
Participation in community, social and civic activities	8%	92%	587	7%	93%	405
Assistive Technology						
Assistive equipment for recreation	23%	77%	661	8%	93%	40
Assistive products for household tasks	20%	80%	850	5%	95%	41
Assistance products for personal care and safety	18%	82%	1,185	11%	89%	347
Communication and information equipment	29%	71%	524	23%	77%	47
Customised Prosthetics	23%	77%	412	13%	88%	96
Hearing Equipment	15%	85%	231	6%	94%	34
Hearing Services	0%	100%	17	0%	100%	5
Personal Mobility Equipment	26%	74%	862	11%	89%	148
Specialised Hearing Services	28%	72%	61	0%	100%	8
Vision Equipment	20%	80%	255	12%	88%	17
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11%	89%	533	11%	89%	363
Behaviour Support	19%	81%	411	22%	78%	156
Community nursing care for high needs	15%	85%	922	10%	90%	112
Development of daily living and life skills	9%	91%	546	8%	92%	292
Early Intervention supports for early childhood	52%	48%	377	51%	49%	275

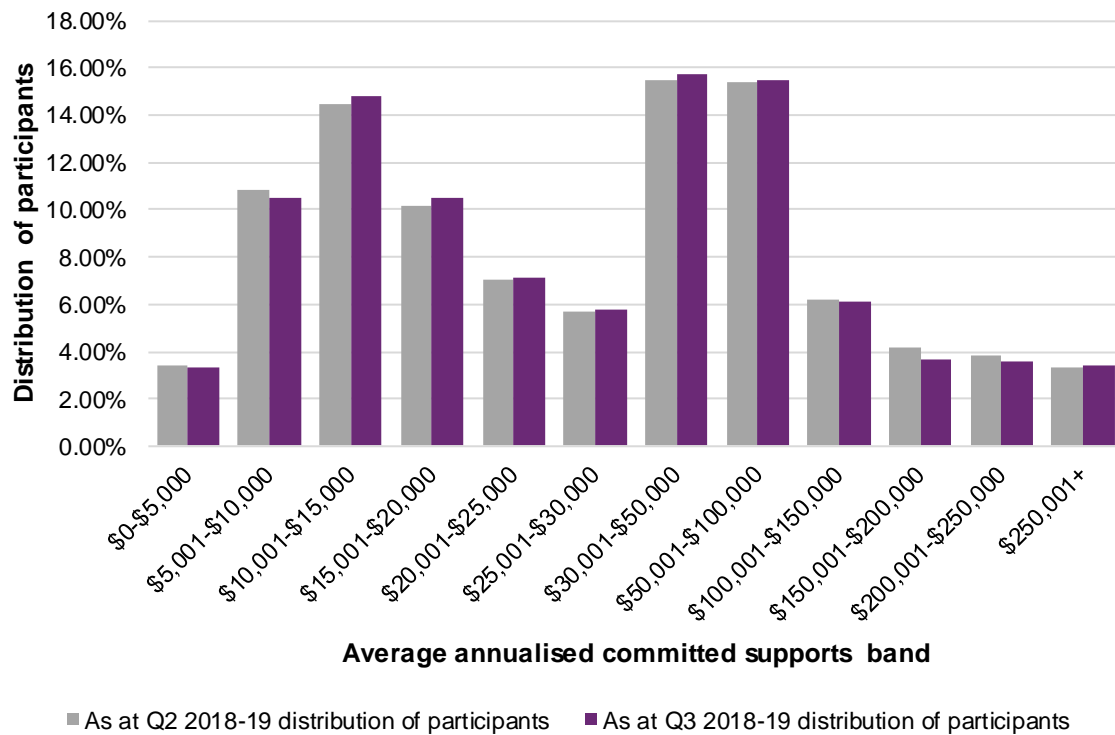
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	27%	73%	711	30%	70%	115
Innovative Community Participation	32%	68%	1,180	30%	70%	71
Specialised Driving Training	18%	82%	235	34%	66%	32
Therapeutic Supports	51%	49%	3,187	52%	48%	1,545
Capital services						
Home modification design and construction	29%	71%	949	26%	74%	80
Specialised Disability Accommodation	11%	89%	335	3%	98%	40
Vehicle Modifications	11%	89%	229	0%	100%	23
Choice and control support services						
Management of funding for supports in participants plan	11%	89%	379	10%	90%	182
Support Coordination	9%	91%	484	14%	86%	106
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3%	97%	132	1%	99%	68
Specialised Supported Employment	0%	100%	84	0%	100%	62
Total	41%	59%	6,669	42%	58%	2,931

Part Five: Financial sustainability

Table G.47 Committed supports by financial year (\$m) - VIC

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2,Q3 ¹³⁰	Total
Total Committed	53.1	162.7	203.0	493.1	1,431.8	2,382.6	4,726.2

Figure G.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)



¹³⁰ Note: the \$2.4 billion in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure G.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC)

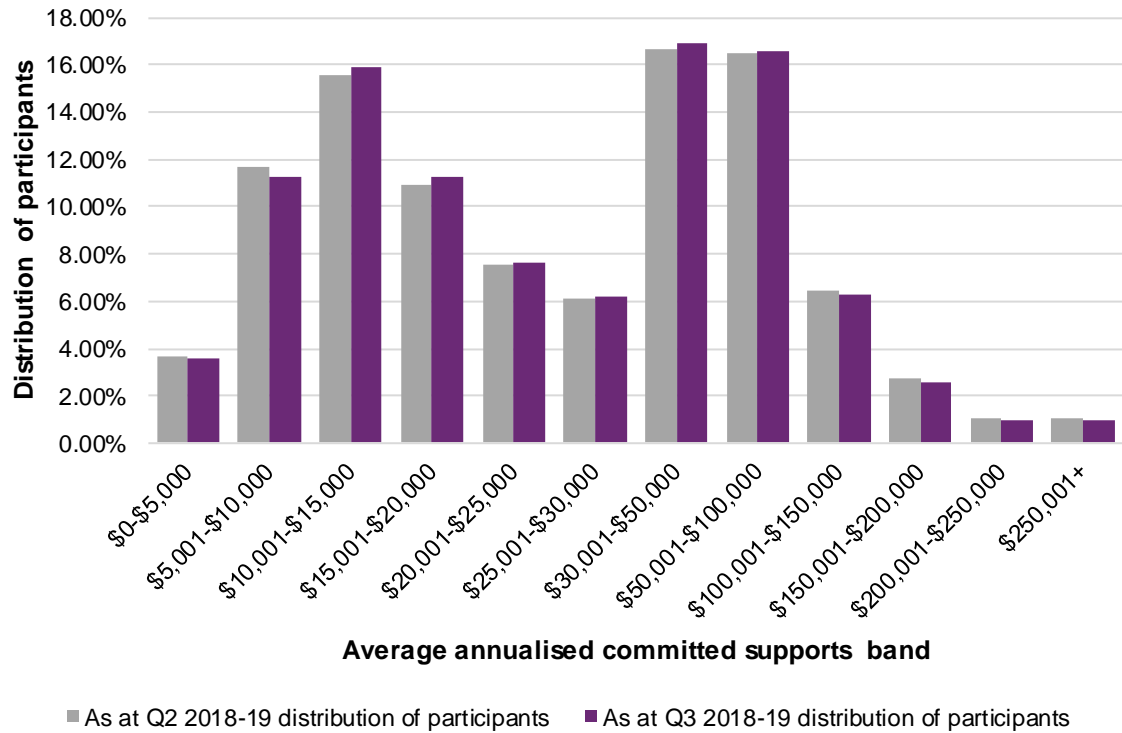
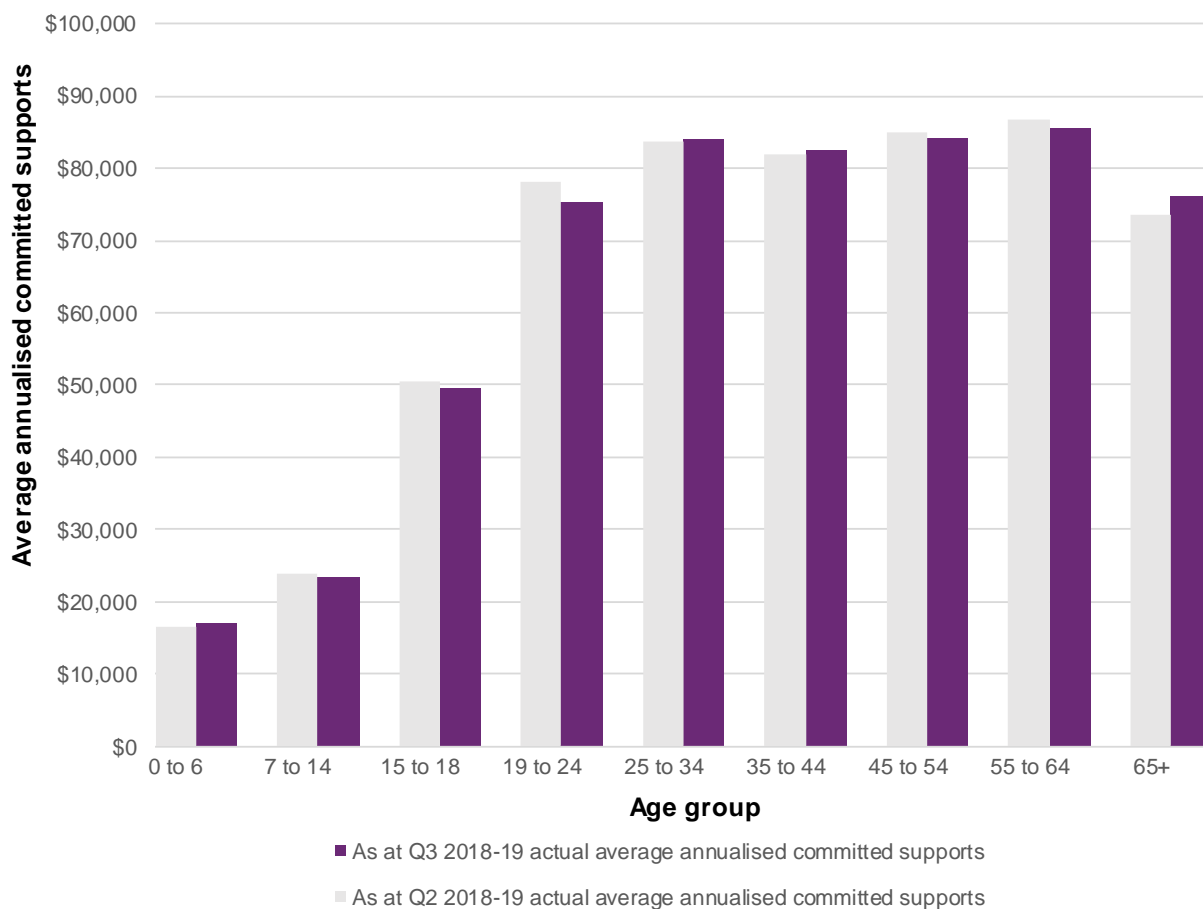
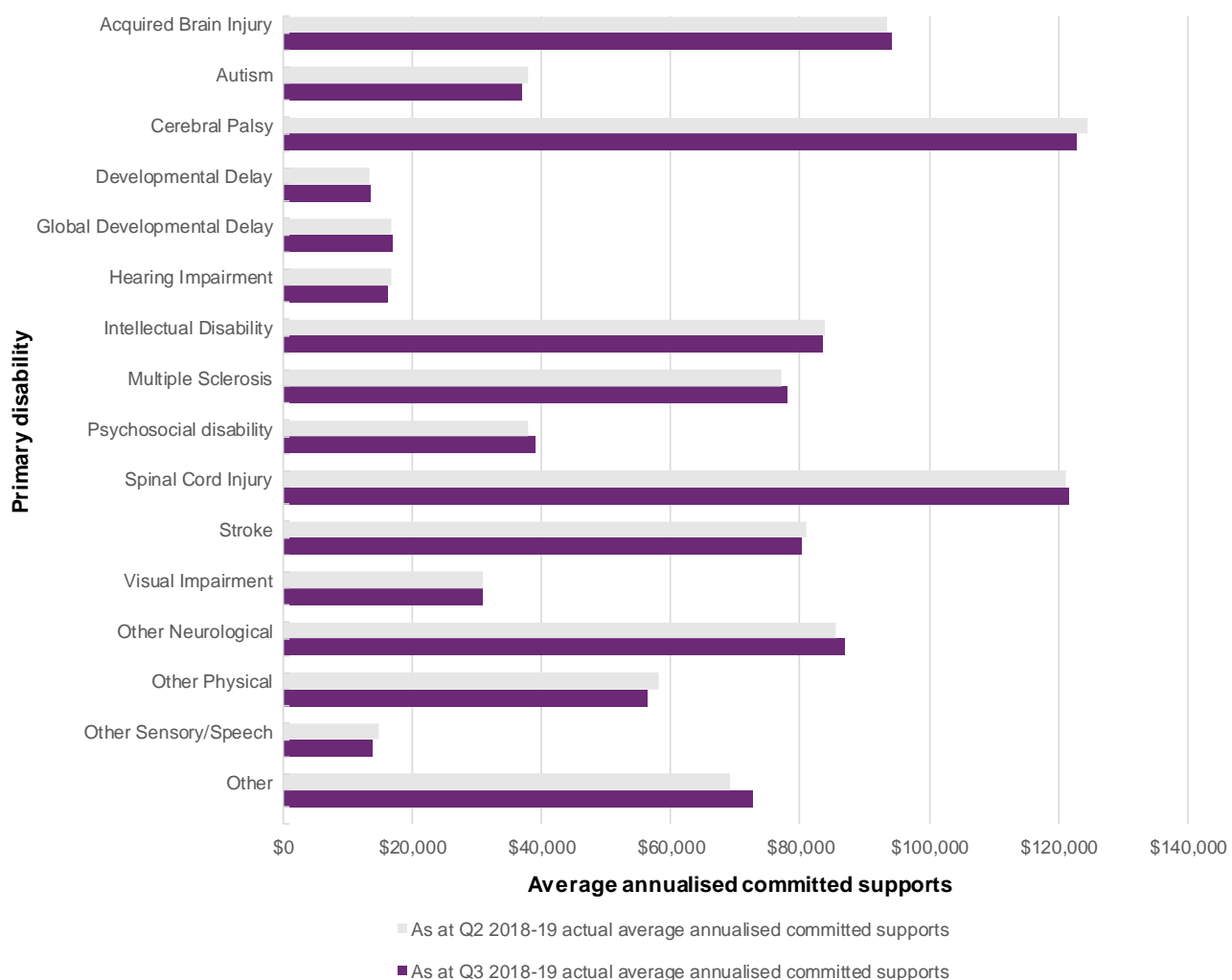


Figure G.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC) ¹³¹



¹³¹ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure G.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC) ¹³²



¹³² Ibid.
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Figure G.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (VIC) ^{133,134,135}

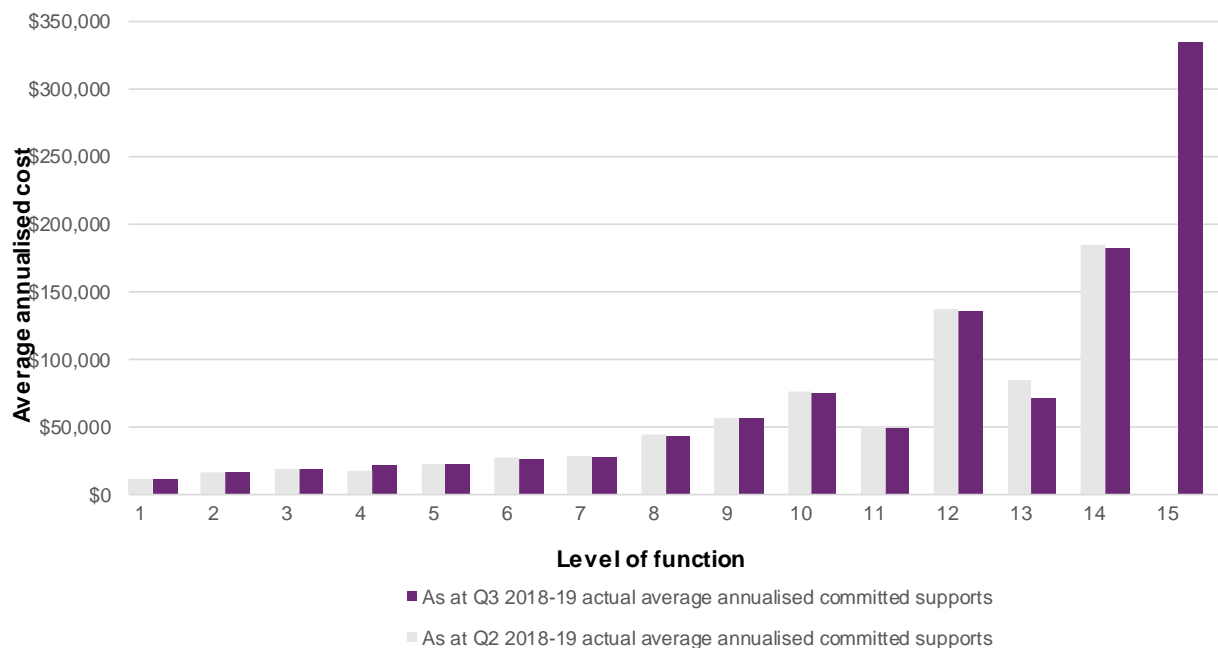


Table G.48 Payments by financial year, compared to committed supports (\$m) – VIC

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2,Q3	Total
Total committed	53.1	162.7	203.0	493.1	1,431.8	2,382.6	4,726.2
Total paid	32.5	128.3	160.9	332.9	942.0	1,387.2	2,983.8
% utilised to date	61%	79%	79%	68%	66%	58%	62% ¹³⁶

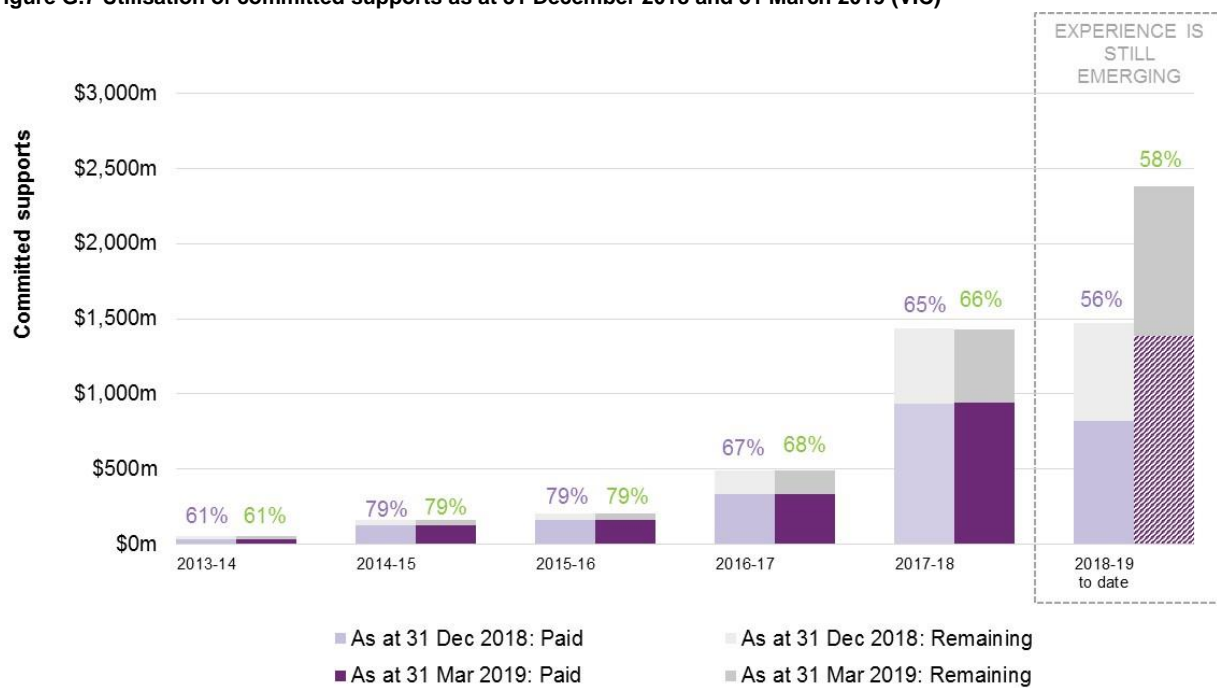
¹³³ Ibid.

¹³⁴ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

¹³⁵ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data as at 2018-19 Q2 to show an average cost.

¹³⁶ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure G.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (VIC)



Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Plan approvals compared to estimates – QLD

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
QLD	32,886	10,201	43,087	46,036	77,967

Table H.2 Quarterly intake split by plan and entry type since 1 July 2013 – QLD¹³⁷

	Prior Quarters	2018-19 Q3	Total
Access decisions	52,453	7,075	59,528
Access Met	43,876	5,080	48,956
State	28,065	1,601	29,666
Commonwealth	4,317	856	5,173
New	11,494	2,623	14,117
Total Participant Plans	35,492	13,150	46,036
State	20,572	6,003	26,575
Commonwealth	3,077	1,161	4,238
New	9,237	3,037	12,274
ECEI ¹³⁸	2,606	2,949	2,949
Total Participant Plans	35,492	13,150	46,036
Early Intervention (s25)	5,423	1,356	6,779
Permanent Disability (s24)	27,463	8,845	36,308
ECEI ¹³⁹	2,606	2,949	2,949

Table H.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – QLD

Exits	
Total participant exits	689
Early Intervention participants	147
Permanent disability participants	542

¹³⁷ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 86% of people with a hearing impairment met the access criteria compared to 72% overall.

¹³⁸ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹³⁹ Ibid.

Table H.4 Cumulative position by services previously received – QLD¹⁴⁰

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	255	40	66		361	600	60%
End of 2016-17	5,124	462	1,601	254	7,441	14,966	50%
End of 2017-18	10,075	1,458	4,991	475	16,999	31,155	55%
End of 2018-19 Q1	15,786	2,168	6,787	828	25,569	44,957	57%
End of 2018-19 Q2	20,572	3,077	9,237	2,606	35,492	58,759	60%
End of 2018-19 Q3	26,575	4,238	12,274	2,949	46,036	77,967	59%

Table H.5 Cumulative position by entry into the Scheme – QLD¹⁴¹

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	165	196		361	600	60%
End of 2016-17	1,334	5,853	254	7,441	14,966	50%
End of 2017-18	3,389	13,135	475	16,999	31,155	55%
End of 2018-19 Q1	4,212	20,529	828	25,569	44,957	57%
End of 2018-19 Q2	5,423	27,463	2,606	35,492	58,759	60%
End of 2018-19 Q3	6,779	36,308	2,949	46,036	77,967	59%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table H.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – QLD

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	2,646	8.2%	745	7.3%	3,391	8.0%
Not Aboriginal and Torres Strait Islander	28,180	87.5%	8,827	86.7%	37,007	87.3%
Not Stated	1,386	4.3%	614	6.0%	2,000	4.7%
Total	32,212	100%	10,186	100%	42,398	100%

Table H.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – QLD

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
CALD	1,494	4.6%	591	5.8%	2,085	4.9%
Not CALD	30,683	95.3%	9,589	94.1%	40,272	95.0%
Not Stated	35	0.1%	6	0.1%	41	0.1%
Total	32,212	100%	10,186	100%	42,398	100%

Table H.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – QLD

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
YPIRAC	582	1.8%	159	1.6%	741	1.7%
Not YPIRAC	31,630	98.2%	10,027	98.4%	41,657	98.3%
Total	32,212	100%	10,186	100%	42,398	100%

¹⁴⁰ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data. Further, updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

¹⁴¹ The total number of participants in previous periods have changed slightly compared to the previous report, due to corrections in the data.

Table H.9 Participant profile per quarter by remoteness – QLD^{142,143}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	14,104	43.9%	7,816	76.8%	21,920	51.8%
Population > 50,000	11,357	35.4%	1,290	12.7%	12,647	29.9%
Population between 15,000 and 50,000	1,210	3.8%	376	3.7%	1,586	3.7%
Population between 5,000 and 15,000	1,869	5.8%	202	2.0%	2,071	4.9%
Population less than 5,000	2,844	8.9%	396	3.9%	3,240	7.7%
Remote	405	1.3%	46	0.5%	451	1.1%
Very Remote	338	1.1%	45	0.4%	383	0.9%
Missing	85		15		100	
Total	32,212	100%	10,186	100%	42,398	100%

Table H.10 Participant profile per quarter by disability group – QLD^{144,145}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	8,674	27%	2,982	29%	11,656	27%
Intellectual Disability ¹⁴⁶	8,748	27%	2,463	24%	11,211	26%
Psychosocial disability	2,445	8%	722	7%	3,167	7%
Cerebral Palsy	1,895	6%	522	5%	2,417	6%
Other Neurological	1,746	5%	595	6%	2,341	6%
Developmental Delay	1,249	4%	364	4%	1,613	4%
Other Physical	1,866	6%	648	6%	2,514	6%
Hearing Impairment	1,260	4%	507	5%	1,767	4%
ABI	1,309	4%	455	4%	1,764	4%
Visual Impairment	688	2%	256	3%	944	2%
Multiple Sclerosis	658	2%	160	2%	818	2%
Global Developmental Delay	203	1%	110	1%	313	1%
Stroke	512	2%	153	2%	665	2%
Spinal Cord Injury	718	2%	202	2%	920	2%
Other Sensory/Speech	201	1%	28	0%	229	1%
Other	40	0%	19	0%	59	0%
Total	32,212	100%	10,186	100%	42,398	100%

¹⁴² This table is based on the Modified Monash Model measure of remoteness.

¹⁴³ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁴⁴ Table order based on national proportions (highest to lowest)

¹⁴⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁴⁶ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in QLD (1,849).

Table H.11 Participant profile per quarter by level of function – QLD¹⁴⁷

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	1,658	5%	477	5%	2,135	5%
2 (High Function)	39	0%	6	0%	45	0%
3 (High Function)	1,729	5%	481	5%	2,210	5%
4 (High Function)	1,899	6%	645	6%	2,544	6%
5 (High Function)	1,750	5%	513	5%	2,263	5%
6 (Moderate Function)	5,185	16%	1,881	18%	7,066	17%
7 (Moderate Function)	1,799	6%	486	5%	2,285	5%
8 (Moderate Function)	3,242	10%	835	8%	4,077	10%
9 (Moderate Function)	177	1%	55	1%	232	1%
10 (Moderate Function)	4,748	15%	1,363	13%	6,111	14%
11 (Low Function)	1,478	5%	323	3%	1,801	4%
12 (Low Function)	5,189	16%	1,723	17%	6,912	16%
13 (Low Function)	2,181	7%	1,090	11%	3,271	8%
14 (Low Function)	1,125	3%	303	3%	1,428	3%
15 (Low Function)	13	0%	5	0%	18	0%
Missing	0		0		0	
Total	32,212	100%	10,186	100%	42,398	100%

Table H.12 Participant profile per quarter by Age group – QLD

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	3,180	10%	1,459	14%	4,639	11%
7 to 14	7,046	22%	2,295	23%	9,341	22%
15 to 18	2,498	8%	727	7%	3,225	8%
19 to 24	3,275	10%	775	8%	4,050	10%
25 to 34	3,509	11%	1,058	10%	4,567	11%
35 to 44	3,204	10%	1,086	11%	4,290	10%
45 to 54	4,129	13%	1,199	12%	5,328	13%
55 to 64	4,679	15%	1,467	14%	6,146	14%
65+	692	2%	120	1%	812	2%
Total	32,212	100%	10,186	100%	42,398	100%

Table H.13 Participant profile per quarter by Gender – QLD

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	19,821	62%	6,298	62%	26,119	62%
Female	12,146	38%	3,813	37%	15,959	38%
Indeterminate	245	1%	75	1%	320	1%
Total	32,212	100%	10,186	100%	42,398	100%

¹⁴⁷ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table H.14 Number of questionnaires completed by SFOF version – QLD¹⁴⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	742	1,283	2,006	4,031
Participant school to 14	1,305	2,506	6,946	10,757
Participant 15 to 24	1,009	1,365	4,389	6,763
Participant 25 and over	3,333	3,936	13,049	20,318
Total Participant	6,389	9,090	26,390	41,869
Family 0 to 14	1,906	3,655	8,217	13,778
Family 15 to 24	245	911	2,937	4,093
Family 25 and over	174	1,202	3,885	5,261
Total Family	2,325	5,768	15,039	23,132
Total	8,714	14,858	41,429	65,001

Table H.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – QLD

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC % who say their child is able to tell them what he/she wants	68%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		25%		
DL % who say their child is becoming more independent		38%		
CC % of children who have a genuine say in decisions about themselves		63%		
CC % who are happy with the level of independence/control they have now			34%	
CC % who choose who supports them			32%	54%
CC % who choose what they do each day			40%	62%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			20%	27%
CC % who want more choice and control in their life			86%	80%

¹⁴⁸ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants.
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Table H.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	65%	59%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	49%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		31%		
REL	Of these, % who are welcomed or actively included	59%	74%		
REL	% of children who spend time with friends without an adult present		10%		
REL	% with no friends other than family or paid staff			33%	28%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			37%	40%

Table H.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) - QLD

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		55%		
HM	% who are happy with their home			79%	73%
HM	% who feel safe or very safe in their home			83%	74%
HW	% who rate their health as good, very good or excellent			67%	48%
HW	% who did not have any difficulties accessing health services			68%	66%
LL	% who currently attend or previously attended school in a mainstream class			22%	
LL	% who participate in education, training or skill development				10%
LL	Of those who participate, % who do so in mainstream settings				54%
LL	% unable to do a course or training they wanted to do in the last 12 months				37%
WK	% who have a paid job			17%	20%
WK	% who volunteer			14%	14%

Table H.18 Selected key indicators for families/carers of participants - QLD

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	28%	33%	28%
% receiving Carer Allowance	58%	59%	44%
% working in a paid job	44%	47%	33%
Of those in a paid job, % in permanent employment	73%	72%	75%
Of those in a paid job, % working 15 hours or more	78%	83%	83%
% who say they (and their partner) are able to work as much as they want	40%	45%	59%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	90%	87%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	40%	28%	19%
% able to advocate for their child/family member	81%	77%	76%
% who have friends and family they see as often as they like	40%	40%	46%
% who feel very confident or somewhat confident in supporting their child's development	87%		
% who know what their family can do to enable their family member with disability to become as independent as possible		46%	
% who feel in control selecting services		45%	45%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			45%
% who rate their health as good, very good or excellent	68%	59%	58%

Table H.19 Results for "Has the NDIS helped?" questions answered at review, for SFOF version 'Participant 0 to school' (n=542) - QLD¹⁴⁹

	Question	% Yes
DL	Has the NDIS improved your child's development?	92%
DL	Has the NDIS improved your child's access to specialist services?	91%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%
REL	Has the NDIS improved how your child fits into family life?	75%
S/CP	Has the NDIS improved how your child fits into community life?	60%

¹⁴⁹ Results in Tables H.19 to H.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables H.23 to H.26.

Table H.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=2,238) - QLD

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	61%
LL	Has the NDIS improved your child's access to education?	35%
REL	Has the NDIS improved your child's relationships with family and friends?	47%
S/CP	Has the NDIS improved your child's social and recreational life?	43%

Table H.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=1,241) and ‘Participant 25 and over’ (n=3,431) - QLD

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	71%
DL	Has the NDIS helped you with daily living activities?	64%	76%
REL	Has the NDIS helped you to meet more people?	53%	58%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	20%	28%
HW	Has your involvement with the NDIS improved your health and wellbeing?	44%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	15%	15%
S/CP	Has the NDIS helped you be more involved?	60%	63%

Table H.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=2,590); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=1,125) - QLD

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	53%
Has the NDIS improved the level of support for your family?	66%	65%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	72%	62%
Has the NDIS improved your ability/capacity to help your child develop and learn?	73%	
Has the NDIS improved your health and wellbeing?	39%	34%

Table H.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – QLD¹⁵⁰

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	89%	92%	+3%
DL	Has the NDIS improved your child's access to specialist services?	87%	88%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	77%	88%	+11%
REL	Has the NDIS improved how your child fits into family life?	69%	75%	+6%
S/CP	Has the NDIS improved how your child fits into community life?	58%	71%	+12%

Table H.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – QLD

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	55%	69%	+13%
LL	Has the NDIS improved your child's access to education?	33%	36%	+3%
REL	Has the NDIS improved your child's relationships with family and friends?	43%	50%	+7%
S/CP	Has the NDIS improved your child's social and recreational life?	45%	48%	+3%

Table H.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – QLD

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	68%	73%	+4%	71%	78%	+8%
DL	Has the NDIS helped you with daily living activities?	70%	75%	+4%	77%	86%	+9%
REL	Has the NDIS helped you to meet more people?	54%	56%	+2%	56%	63%	+7%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	21%	-3%	30%	28%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	45%	46%	+2%	52%	60%	+8%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	37%	34%	-3%	33%	34%	+1%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	15%	-4%	17%	16%	-1%
S/CP	Has the NDIS helped you be more involved?	68%	71%	+3%	62%	71%	+9%

¹⁵⁰ Results in Tables H.23 to H.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table H.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – QLD

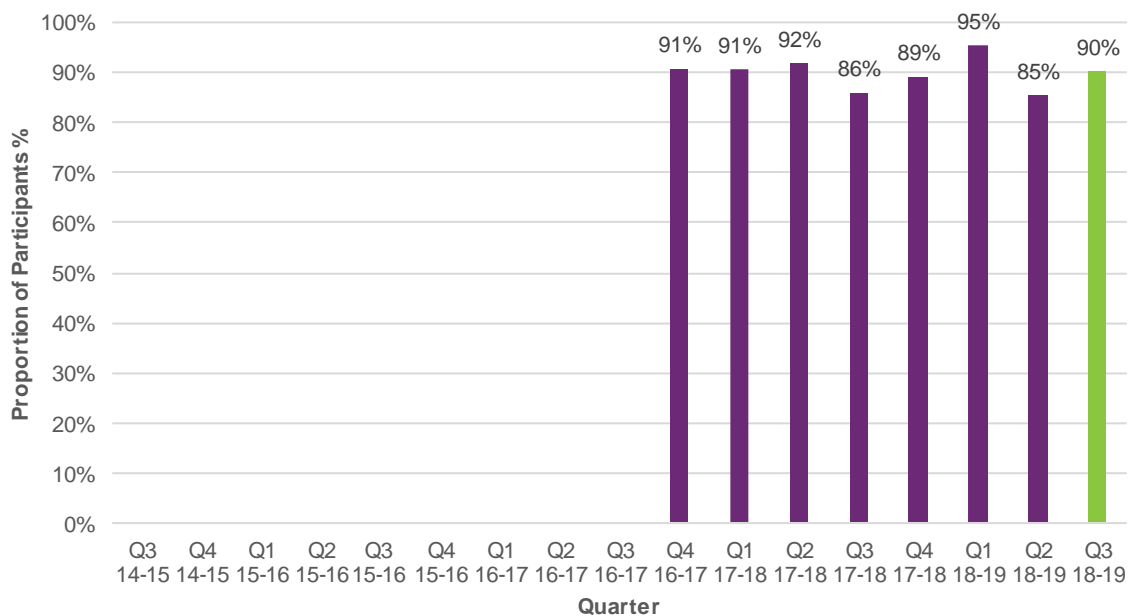
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	54%	55%	+1%	42%	58%	+16%
Has the NDIS improved the level of support for your family?	60%	68%	+8%	59%	72%	+13%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	69%	74%	+5%	59%	67%	+8%
Has the NDIS improved your ability/capacity to help your child develop and learn?	70%	76%	+6%			
Has the NDIS improved your health and wellbeing?	38%	39%	+1%	42%	42%	0%

Table H.27 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –QLD¹⁵¹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	18%	24%	26%
Aged 25+	19%	20%	
Aged 15+ (average)	19%	21%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	33%	45%	41%
Aged 25+	42%	52%	
Aged 15+ (average)	41%	51%	

¹⁵¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure H.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (QLD)^{*152}



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 90% gave a rating of good or very good, 6% gave a neutral rating and 4% gave a rating of poor or very poor.

Table H.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (QLD)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	96%	2%	3%
I had enough time to tell my story and say what support I need	92%	4%	4%
The planner knows what I can do well	81%	12%	7%
The planner had some good ideas for my plan	81%	14%	5%
I know what is in my plan	80%	11%	10%
The planner helped me think about my future	73%	18%	9%
I think my plan will make my life better	83%	12%	5%
The planning meeting went well	93%	4%	3%

Table H.29 Plan reviews conducted per quarter – excluding plans less than 30 days – QLD¹⁵³

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	20,912	6,129	27,041
<i>Early intervention plans</i>	3,438	1,200	4,638
<i>Permanent disability plans</i>	17,474	4,929	22,403

¹⁵² Participant satisfaction results are not shown if there is insufficient data in the group.

¹⁵³ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table H.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	14,690	4,202	18,892
<i>Trial participants</i>	743	51	794
<i>Transition participants</i>	13,947	4,151	18,098

Table H.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – QLD

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	6,222	1,927	8,149
<i>Trial participants</i>	250	7	257
<i>Transition participants</i>	5,972	1,920	7,892

Table H.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – QLD¹⁵⁴

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	22.7%	20.3%	22.1%

Table H.33 AAT cases by category – QLD

Category	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Access	80	43%	5	11%	85	37%
Plan	71	38%	33	75%	104	45%
Plan Review	29	16%	3	7%	32	14%
Other	6	3%	3	7%	9	4%
Total	186	100%	44	100%	230	100%
% of all access decisions¹⁵⁵	0.40%		0.31%		0.38%	

Table H.34 AAT cases by open/closed and decision – QLD

	N
AAT Cases	183
Open AAT Cases	86
Closed AAT Cases	144
<i>Resolved before hearing</i>	142
<i>Gone to hearing and received a substantive decision</i>	2*

*Of the 2 cases which went to hearing and received a substantive decision: 1 affirmed the Agency's decision and 1 set aside the Agency's decision.

Table H.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	13%	15%	14%
Self-managed partly	11%	13%	12%
Plan managed	27%	34%	30%
Agency managed	49%	38%	45%
Total	100%	100%	100%

¹⁵⁴ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁵⁵ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table H.36 Distribution of active participants by support coordination and quarter of plan approval – QLD

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	40%	38%	39%

Table H.37 Duration to plan activation by quarter of initial plan approval for active participants – QLD^{156,157}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	10,215	66%	6,050	74%
30 to 59 days	1,972	13%	815	10%
60 to 89 days	948	6%	369	5%
Activated within 90 days	13,135	84%	7,234	89%
90 to 119 days	604	4%	187	2%
120 days and over	1,403	9%	270	3%
Activated between 90 and 180 days	2,007	13%	457	6%
No payments	451	3%	465	6%
Total plans approved	15,593	100%	8,156	100%

¹⁵⁶ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁵⁷ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table H.38 Proportion of active participants with plan activated within 12 months – QLD

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	1,278	1,363	94%
Not Aboriginal and Torres Strait Islander	11,863	12,348	96%
Not Stated	322	344	94%
Total	13,463	14,055	96%
by Culturally and Linguistically Diverse status			
CALD	352	356	99%
Not CALD	13,094	13,681	96%
Not Stated	17	18	94%
Total	13,463	14,055	96%
by Remoteness			
Major Cities	2,412	2,509	96%
Regional	10,537	10,976	96%
Remote	455	509	89%
Missing	59	61	97%
Total	13,463	14,055	96%
by Primary Disability type			
Autism	3,623	3,853	94%
Intellectual Disability (including Down Syndrome)	3,893	4,032	97%
Psychosocial Disability	1,062	1,099	97%
Developmental Delay (including Global Developmental Delay)	587	610	96%
Other	4,298	4,461	96%
Total	13,463	14,055	96%

Table H.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19–QLD^{158,159}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	46%	68%	51%
50% to 75%	24%	21%	23%
> 75%	30%	11%	26%
Total	100%	100%	100%

Table H.40 Proportion of active participants with approved plans accessing mainstream supports - QLD

	Prior Quarters	2018-19 Q3	Total
Daily Activities	12%	14%	13%
Health & Wellbeing	41%	43%	42%
Lifelong Learning	8%	9%	9%
Other	11%	10%	11%
Non-categorised	38%	36%	37%
Any mainstream service	90%	91%	90%

¹⁵⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

¹⁵⁹ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table H.41 Key provider indicators by quarter - QLD¹⁶⁰

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,774	374	2,147
<i>Company/ organisation</i>	2,870	402	3,258
<i>Total</i>	4,644	776	5,405
b) Registration revoked	15		

¹⁶⁰ The total number of providers as at 31 March 2019 (5,405) is not the sum of the number of providers as at 31 December 2018 (4,644) and the providers registered in the third quarter of 2018-19 (776). This is due to 15 providers whose registration ended during the third quarter of 2018-19.

Table H.42 Number of approved providers by registration group - QLD¹⁶¹

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	483	85	568	18%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	339	20	359	6%
Assistance with travel/transport arrangements	852	176	1,028	21%
Daily Personal Activities	427	45	472	11%
Group and Centre Based Activities	340	30	370	9%
High Intensity Daily Personal Activities	328	29	357	9%
Household tasks	1,164	258	1,422	22%
Interpreting and translation	125	8	133	6%
Participation in community, social and civic activities	470	43	513	9%
Assistive Technology				
Assistive equipment for recreation	499	95	594	19%
Assistive products for household tasks	540	101	641	19%
Assistance products for personal care and safety	858	152	1,010	18%
Communication and information equipment	398	51	449	13%
Customised Prosthetics	255	34	289	13%
Hearing Equipment	110	19	129	17%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	613	108	721	18%
Specialised Hearing Services	10	2	12	20%
Vision Equipment	153	28	181	18%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	473	57	530	12%
Behaviour Support	647	85	732	13%
Community nursing care for high needs	310	48	358	15%
Development of daily living and life skills	424	38	462	9%
Early Intervention supports for early childhood	876	98	974	11%
Exercise Physiology and Physical Wellbeing activities	538	134	672	25%
Innovative Community Participation	749	172	921	23%
Specialised Driving Training	92	18	110	20%
Therapeutic Supports	1,607	228	1,835	14%
Capital services				
Home modification design and construction	610	99	709	16%
Specialised Disability Accommodation	212	49	261	23%
Vehicle Modifications	95	17	112	18%
Choice and control support services				
Management of funding for supports in participants plan	287	39	326	14%
Support Coordination	541	81	622	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	67	1	68	1%
Specialised Supported Employment	24	3	27	13%
Total approved providers	4,629	776	5,405	17%

¹⁶¹ The 15 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table H.43 Key markets indicators by quarter - QLD

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.54	1.45
b) Number of providers delivering new supports	762	888
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	35%	36%
<i>Not yet active (%)</i>	60%	58%
<i>Inactive (%)</i>	5%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	84%	86%
<i>Therapeutic Supports (%)</i>	85%	87%
<i>Participate Community (%)</i>	83%	83%
<i>Early Childhood Supports (%)</i>	90%	89%
<i>Assist Personal Activities (%)</i>	81%	82%

Table H.44 Cumulative number of providers that have been active by registration group - QLD

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	22	7	29	32%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	172	36	208	21%
Assistance with travel/transport arrangements	208	39	247	19%
Daily Personal Activities	305	37	342	12%
Group and Centre Based Activities	186	20	206	11%
High Intensity Daily Personal Activities	198	25	223	13%
Household tasks	394	93	487	24%
Interpreting and translation	12	1	13	8%
Participation in community, social and civic activities	328	43	371	13%
Assistive Technology				
Assistive equipment for recreation	40	7	47	18%
Assistive products for household tasks	25	6	31	24%
Assistance products for personal care and safety	297	76	373	26%
Communication and information equipment	39	11	50	28%
Customised Prosthetics	62	14	76	23%
Hearing Equipment	11	0	11	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	132	23	155	17%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	13	3	16	23%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	291	43	334	15%
Behaviour Support	121	31	152	26%
Community nursing care for high needs	49	10	59	20%
Development of daily living and life skills	224	26	250	12%
Early Intervention supports for early childhood	239	55	294	23%
Exercise Physiology and Physical Wellbeing activities	117	41	158	35%
Innovative Community Participation	46	8	54	17%
Specialised Driving Training	18	4	22	22%
Therapeutic Supports	780	179	959	23%
Capital services				
Home modification design and construction	61	13	74	21%
Specialised Disability Accommodation	8	2	10	25%
Vehicle Modifications	24	5	29	21%
Choice and control support services				
Management of funding for supports in participants plan	184	33	217	18%
Support Coordination	76	20	96	26%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	17	6	23	35%
Specialised Supported Employment	15	1	16	7%
Total approved active providers	1,863	410	2,273	22%

Table H.45 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	130	438	568	12	17	29
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	36	323	359	9	199	208
Assistance with travel/transport arrangements	263	765	1,028	30	217	247
Daily Personal Activities	57	415	472	28	314	342
Group and Centre Based Activities	33	337	370	9	197	206
High Intensity Daily Personal Activities	33	324	357	18	205	223
Household tasks	472	950	1,422	155	332	487
Interpreting and translation	32	101	133	5	8	13
Participation in community, social and civic activities	61	452	513	36	335	371
Assistive Technology						
Assistive equipment for recreation	165	429	594	9	38	47
Assistive products for household tasks	167	474	641	3	28	31
Assistance products for personal care and safety	215	795	1,010	48	325	373
Communication and information equipment	129	320	449	7	43	50
Customised Prosthetics	69	220	289	13	63	76
Hearing Equipment	13	116	129	1	10	11
Hearing Services	0	5	5	0	2	2
Personal Mobility Equipment	162	559	721	22	133	155
Specialised Hearing Services	1	11	12	0	5	5
Vision Equipment	41	140	181	2	14	16
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	124	406	530	53	281	334
Behaviour Support	393	339	732	67	85	152
Community nursing care for high needs	51	307	358	8	51	59
Development of daily living and life skills	52	410	462	17	233	250
Early Intervention supports for early childhood	548	426	974	149	145	294
Exercise Physiology and Physical Wellbeing activities	215	457	672	50	108	158
Innovative Community Participation	335	586	921	23	31	54
Specialised Driving Training	22	88	110	7	15	22
Therapeutic Supports	1,014	821	1,835	456	503	959
Capital services						
Home modification design and construction	207	502	709	12	62	74
Specialised Disability Accommodation	27	234	261	0	10	10
Vehicle Modifications	10	102	112	2	27	29
Choice and control support services						
Management of funding for supports in participants plan	44	282	326	24	193	217

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	221	401	622	21	75	96
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	2	66	68	0	23	23
Specialised Supported Employment	2	25	27	0	16	16
Total	2,147	3,258	5,405	823	1,450	2,273

Table H.46 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – QLD

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	23%	77%	568	41%	59%	29
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	10%	90%	359	4%	96%	208
Assistance with travel/transport arrangements	26%	74%	1,028	12%	88%	247
Daily Personal Activities	12%	88%	472	8%	92%	342
Group and Centre Based Activities	9%	91%	370	4%	96%	206
High Intensity Daily Personal Activities	9%	91%	357	8%	92%	223
Household tasks	33%	67%	1,422	32%	68%	487
Interpreting and translation	24%	76%	133	38%	62%	13
Participation in community, social and civic activities	12%	88%	513	10%	90%	371
Assistive Technology						
Assistive equipment for recreation	28%	72%	594	19%	81%	47
Assistive products for household tasks	26%	74%	641	10%	90%	31
Assistance products for personal care and safety	21%	79%	1,010	13%	87%	373
Communication and information equipment	29%	71%	449	14%	86%	50
Customised Prosthetics	24%	76%	289	17%	83%	76
Hearing Equipment	10%	90%	129	9%	91%	11
Hearing Services	0%	100%	5	0%	100%	2
Personal Mobility Equipment	22%	78%	721	14%	86%	155
Specialised Hearing Services	8%	92%	12	0%	100%	5
Vision Equipment	23%	77%	181	13%	88%	16
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	23%	77%	530	16%	84%	334
Behaviour Support	54%	46%	732	44%	56%	152
Community nursing care for high needs	14%	86%	358	14%	86%	59
Development of daily living and life skills	11%	89%	462	7%	93%	250
Early Intervention supports for early childhood	56%	44%	974	51%	49%	294

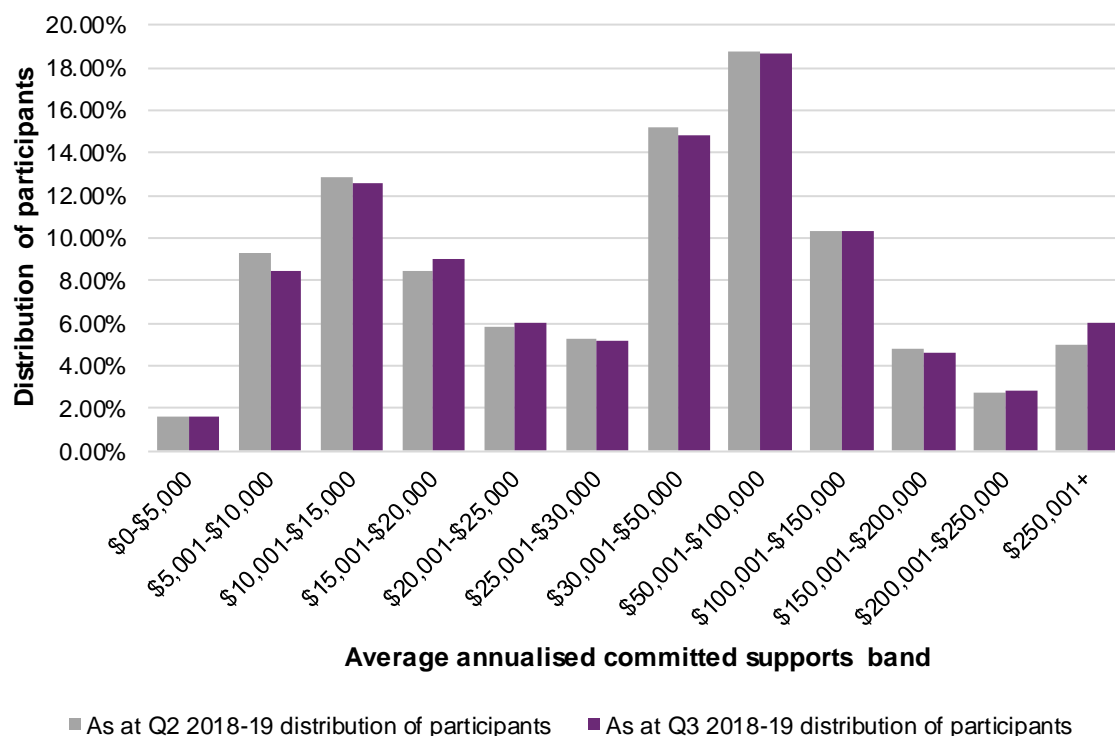
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	32%	68%	672	32%	68%	158
Innovative Community Participation	36%	64%	921	43%	57%	54
Specialised Driving Training	20%	80%	110	32%	68%	22
Therapeutic Supports	55%	45%	1,835	48%	52%	959
Capital services						
Home modification design and construction	29%	71%	709	16%	84%	74
Specialised Disability Accommodation	10%	90%	261	0%	100%	10
Vehicle Modifications	9%	91%	112	7%	93%	29
Choice and control support services						
Management of funding for supports in participants plan	13%	87%	326	11%	89%	217
Support Coordination	36%	64%	622	22%	78%	96
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3%	97%	68	0%	100%	23
Specialised Supported Employment	7%	93%	27	0%	100%	16
Total	40%	60%	5,405	36%	64%	2,273

Part Five: Financial sustainability

Table H.47 Committed supports by financial year (\$m) - QLD

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2,Q3 ¹⁶²	Total
Total Committed	0.0	0.0	1.0	198.3	789.4	1,539.8	2,528.4

Figure H.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD)



¹⁶² Note: the \$1.5 billion in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure H.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD)

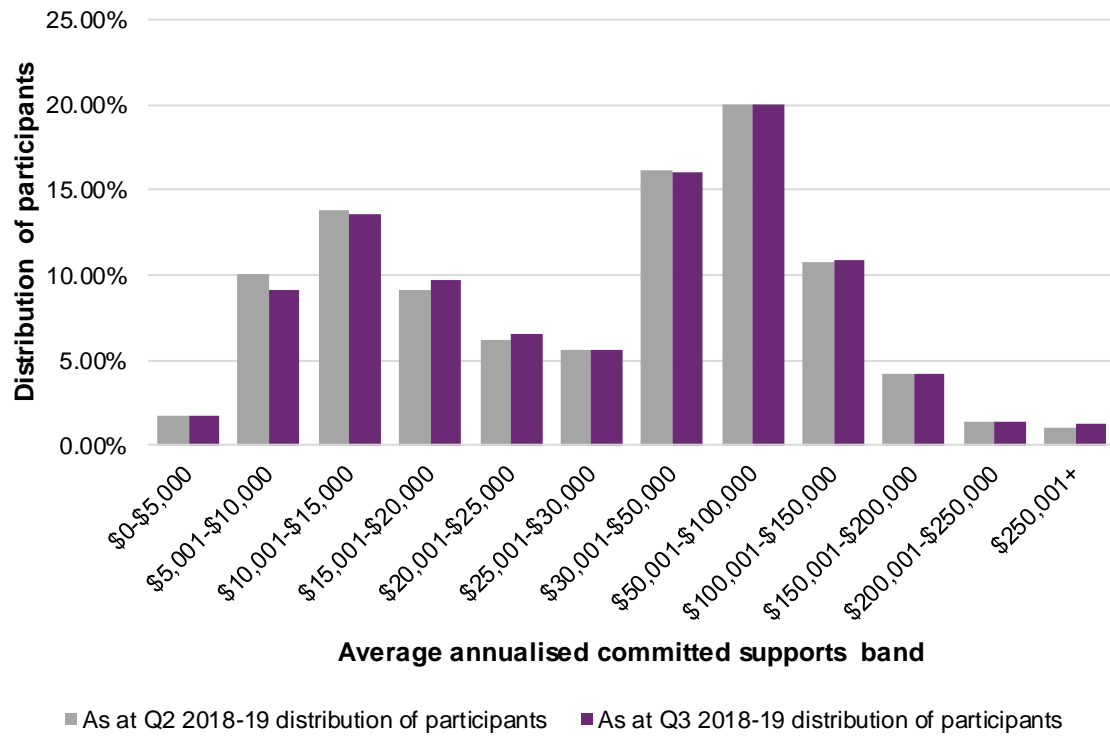
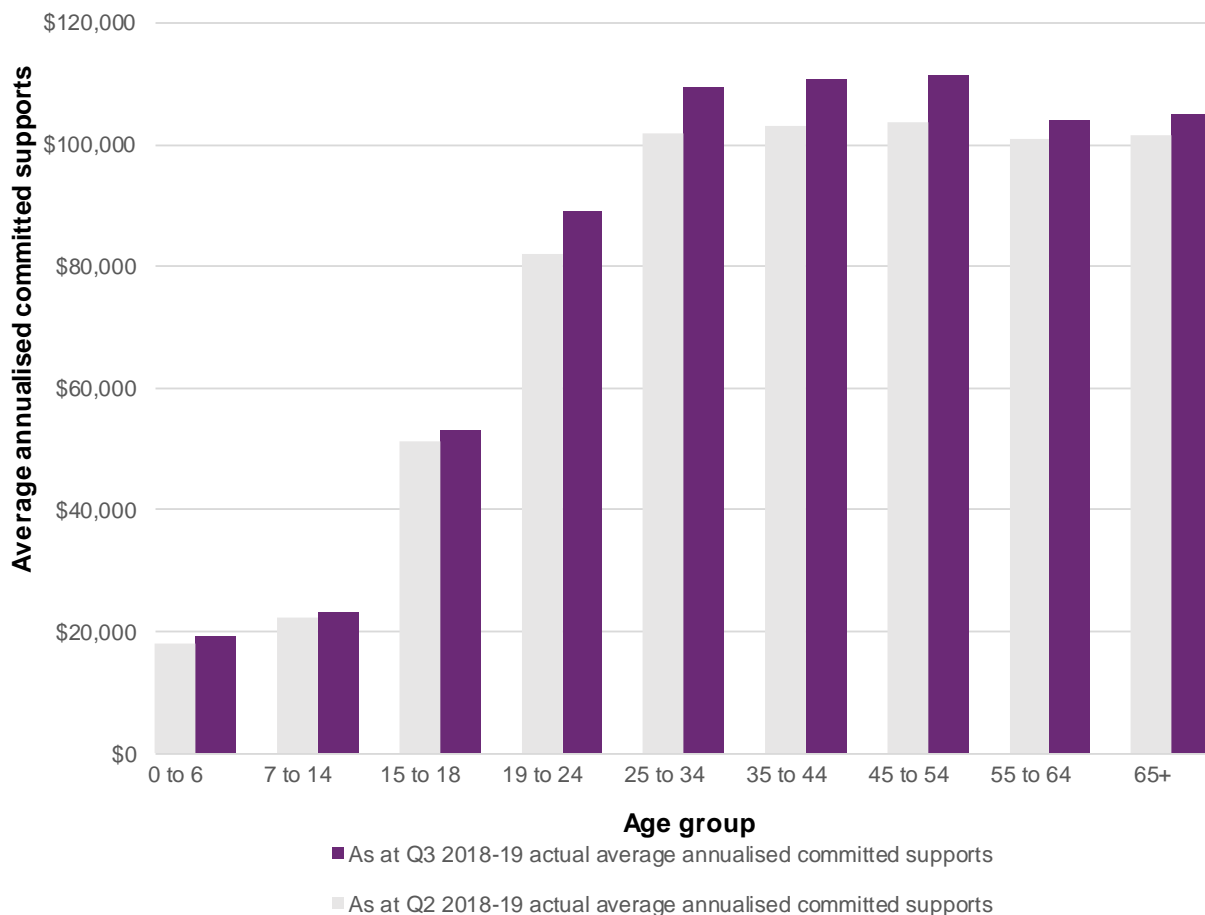
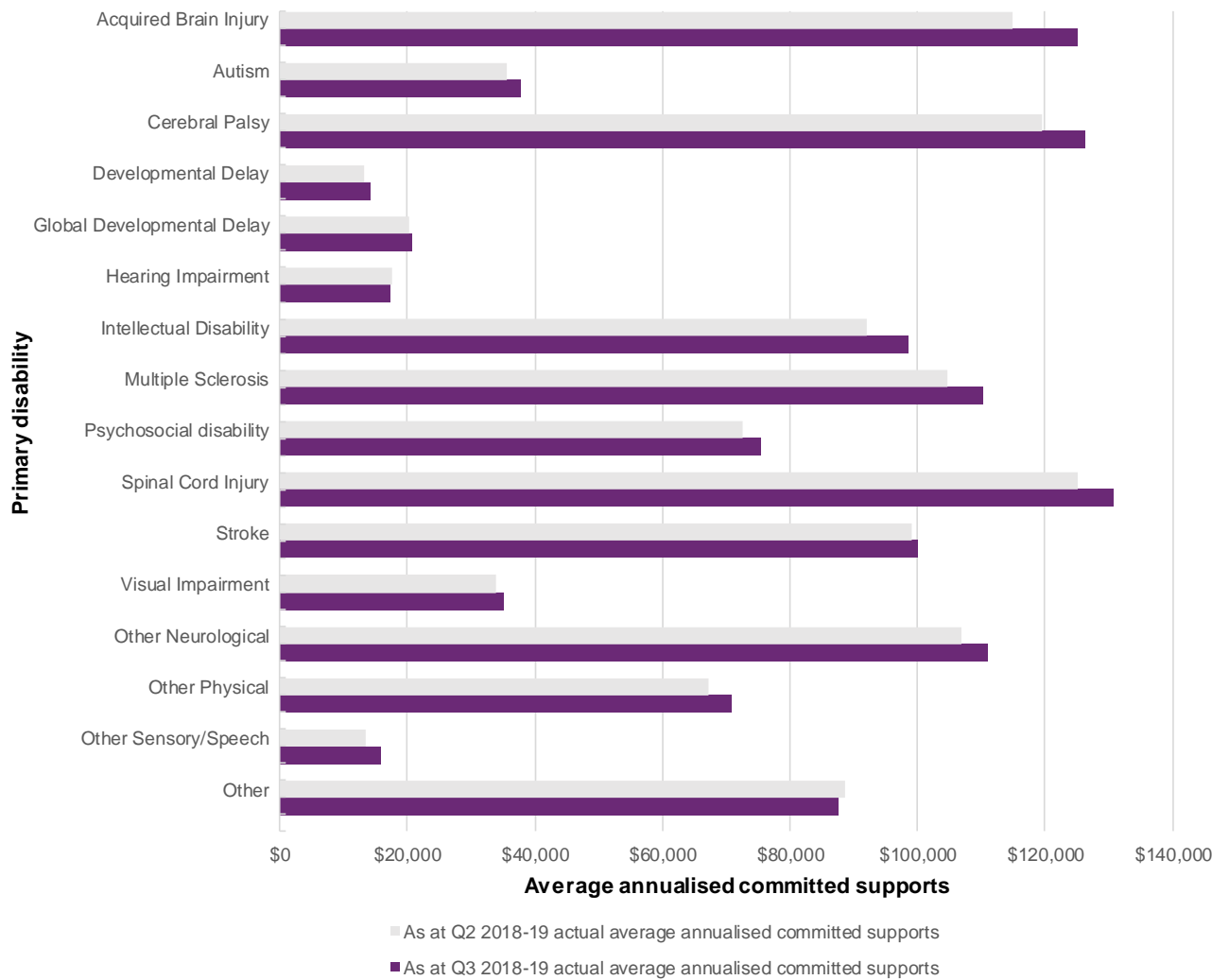


Figure H.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD) ¹⁶³



¹⁶³ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure H.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD) ¹⁶⁴



¹⁶⁴ Ibid.
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Figure H.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (QLD) ^{165,166}

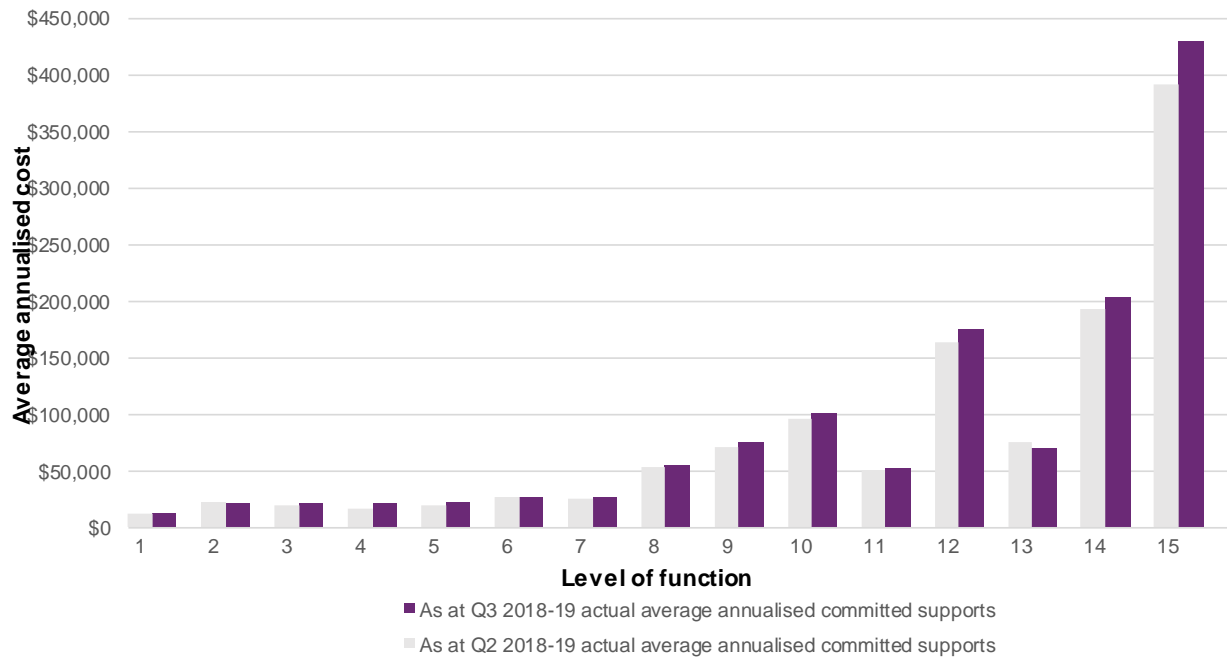


Table H.48 Payments by financial year, compared to committed supports (\$m) – QLD

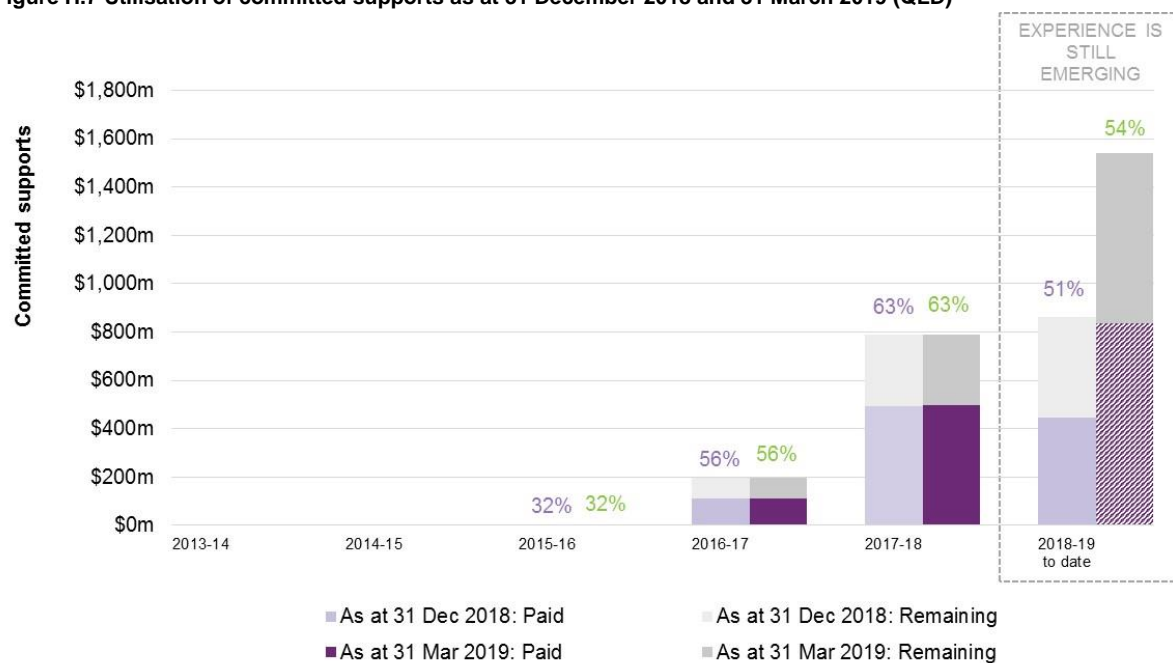
\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1,Q2,Q3	Total
Total committed	0.0	0.0	1.0	198.3	789.4	1,539.8	2,528.4
Total paid	0.0	0.0	0.3	111.2	495.7	837.7	1,444.8
% utilised to date	0.0	0.0	32%	56%	63%	54%	55% ¹⁶⁷

¹⁶⁵ Ibid.

¹⁶⁶ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

¹⁶⁷ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure H.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (QLD)



Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Plan approvals compared to estimates – WA¹⁶⁸

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
WA	9,527	4,100	13,627	13,633	10,600

Table I.2 Quarterly intake split by plan and entry type since 1 July 2013 – WA¹⁶⁹

	Prior Quarters	2018-19 Q3	Total
Access decisions	18,243	2,173	20,416
Access Met	16,664	1,761	18,425
State	11,282	793	12,075
Commonwealth	612	146	758
New	4,770	822	5,592
Total Participant Plans	9,607	4,106	13,633
State	6,011	3,002	9,013
Commonwealth	300	134	434
New	3,216	964	4,180
ECEI ¹⁷⁰	80	6	6
Total Participant Plans	9,607	4,106	13,633
Early Intervention (s25)	1,210	240	1,450
Permanent Disability (s24)	8,317	3,860	12,177
ECEI ¹⁷¹	80	6	6

Table I.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – WA

Exits	
Total participant exits	149
Early Intervention participants	26
Permanent disability participants	123

¹⁶⁸ In this table the 13,627 participants include the 6,206 WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants in subsequent tables where the percentage of estimate is shown.

¹⁶⁹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 85% of people with a hearing impairment met the access criteria compared to 81% overall.

¹⁷⁰ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

¹⁷¹ Ibid.

Table I.4 Cumulative position by services previously received – WA^{172,173}

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	1,603	50	841		2,494	2,493	100%
End of 2016-17	2,122	85	1,575	0	3,782	3,778	100%
End of 2017-18	2,379	127	2,002	0	4,508	5,566	78%
End of 2018-19 Q1	3,118	180	2,326	2	5,626	6,080	77%
End of 2018-19 Q2	6,011	300	3,216	80	9,607	8,340	68%
End of 2018-19 Q3	9,013	434	4,180	6	13,633	10,600	70%

Table I.5 Cumulative position by entry into the Scheme – WA¹⁷⁴

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	363	2,131		2,494	2,493	100%
End of 2016-17	667	3,115	0	3,782	3,778	100%
End of 2017-18	854	3,654	0	4,508	5,566	78%
End of 2018-19 Q1	968	4,656	2	5,626	6,080	77%
End of 2018-19 Q2	1,210	8,317	80	9,607	8,340	68%
End of 2018-19 Q3	1,450	12,177	6	13,633	10,600	70%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table I.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – WA

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	431	4.6%	219	5.3%	650	4.8%
Not Aboriginal and Torres Strait Islander	8,767	93.5%	3,808	92.9%	12,575	93.3%
Not Stated	180	1.9%	73	1.8%	253	1.9%
Total	9,378	100%	4,100	100%	13,478	100%

Table I.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – WA

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
CALD	542	5.8%	173	4.2%	715	5.3%
Not CALD	5,590	59.6%	2,062	50.3%	7,652	56.8%
Not Stated	3,246	34.6%	1,865	45.5%	5,111	37.9%
Total	9,378	100%	4,100	100%	13,478	100%

Table I.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – WA

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
YPIRAC	35	0.4%	3	0.1%	38	0.3%
Not YPIRAC	9,343	99.6%	4,097	99.9%	13,440	99.7%
Total	9,378	100%	4,100	100%	13,478	100%

¹⁷² Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New. The NDIS has been notified of a specific issue regarding the classification of some participants in WA which is now under discussion and may lead to reclassifications in future periods.

¹⁷³ In this table the participant numbers include the WA participants who had transferred from the WA NDIS to the nationally delivered NDIS. However, as the WA bilateral estimates include NDIA trial sites only, the calculation of the percentage of estimate excludes these WA transfer participants.

¹⁷⁴ Ibid.

Table I.9 Participant profile per quarter by remoteness – WA^{175,176}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	8,261	88.2%	2,660	64.9%	10,921	81.1%
Population > 50,000	319	3.4%	354	8.6%	673	5.0%
Population between 15,000 and 50,000	319	3.4%	319	7.8%	638	4.7%
Population between 5,000 and 15,000	96	1.0%	131	3.2%	227	1.7%
Population less than 5,000	234	2.5%	413	10.1%	647	4.8%
Remote	111	1.2%	194	4.7%	305	2.3%
Very Remote	24	0.3%	26	0.6%	50	0.4%
Missing	14		3		17	
Total	9,378	100%	4,100	100%	13,478	100%

Table I.10 Participant profile per quarter by disability group - WA^{177,178}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	3,198	34%	1,488	36%	4,686	35%
Intellectual Disability ¹⁷⁹	2,423	26%	1,105	27%	3,528	26%
Psychosocial disability	694	7%	225	5%	919	7%
Cerebral Palsy	414	4%	167	4%	581	4%
Other Neurological	497	5%	249	6%	746	6%
Developmental Delay	220	2%	64	2%	284	2%
Other Physical	434	5%	198	5%	632	5%
Hearing Impairment	200	2%	113	3%	313	2%
ABI	279	3%	121	3%	400	3%
Visual Impairment	176	2%	80	2%	256	2%
Multiple Sclerosis	217	2%	92	2%	309	2%
Global Developmental Delay	294	3%	95	2%	389	3%
Stroke	95	1%	20	0%	115	1%
Spinal Cord Injury	148	2%	73	2%	221	2%
Other Sensory/Speech	80	1%	7	0%	87	1%
Other	9	0%	3	0%	12	0%
Total	9,378	100%	4,100	100%	13,478	100%

¹⁷⁵ This table is based on the Modified Monash Model measure of remoteness.

¹⁷⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁷⁷ Table order based on national proportions (highest to lowest)

¹⁷⁸ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

¹⁷⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in WA (440).

Table I.11 Participant profile per quarter by level of function – WA¹⁸⁰

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	689	7%	257	6%	946	7%
2 (High Function)	26	0%	17	0%	43	0%
3 (High Function)	660	7%	289	7%	949	7%
4 (High Function)	362	4%	288	7%	650	5%
5 (High Function)	788	8%	254	6%	1,042	8%
6 (Moderate Function)	1,336	14%	608	15%	1,944	14%
7 (Moderate Function)	708	8%	283	7%	991	7%
8 (Moderate Function)	740	8%	283	7%	1,023	8%
9 (Moderate Function)	41	0%	13	0%	54	0%
10 (Moderate Function)	1,089	12%	373	9%	1,462	11%
11 (Low Function)	511	5%	236	6%	747	6%
12 (Low Function)	1,557	17%	592	14%	2,149	16%
13 (Low Function)	645	7%	552	13%	1,197	9%
14 (Low Function)	167	2%	53	1%	220	2%
15 (Low Function)	1	0%	2	0%	3	0%
Missing	58		0		58	
Total	9,378	100%	4,100	100%	13,478	100%

Table I.12 Participant profile per quarter by Age group – WA

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	1,072	11%	423	10%	1,495	11%
7 to 14	2,460	26%	1,203	29%	3,663	27%
15 to 18	860	9%	401	10%	1,261	9%
19 to 24	876	9%	432	11%	1,308	10%
25 to 34	994	11%	421	10%	1,415	10%
35 to 44	803	9%	320	8%	1,123	8%
45 to 54	1,014	11%	379	9%	1,393	10%
55 to 64	1,066	11%	436	11%	1,502	11%
65+	233	2%	85	2%	318	2%
Total	9,378	100%	4,100	100%	13,478	100%

Table I.13 Participant profile per quarter by Gender – WA

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	5,847	62%	2,590	63%	8,437	63%
Female	3,450	37%	1,491	36%	4,941	37%
Indeterminate	81	1%	19	0%	100	1%
Total	9,378	100%	4,100	100%	13,478	100%

¹⁸⁰ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table I.14 Number of questionnaires completed by SFOF version – WA¹⁸¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	299	134	444	877
Participant school to 14	284	225	3,199	3,708
Participant 15 to 24	145	58	1,664	1,867
Participant 25 and over	504	293	3,747	4,544
Total Participant	1,232	710	9,054	10,996
Family 0 to 14	564	350	3,225	4,139
Family 15 to 24	39	41	1,159	1,239
Family 25 and over	23	81	1,255	1,359
Total Family	626	472	5,639	6,737
Total	1,858	1,182	14,693	17,733

Table I.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – WA

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	68%			
CC % who say their child is able to tell them what he/she wants	64%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		36%		
DL % who say their child is becoming more independent		49%		
CC % of children who have a genuine say in decisions about themselves		71%		
CC % who are happy with the level of independence/control they have now			45%	
CC % who choose who supports them			38%	62%
CC % who choose what they do each day			49%	69%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			17%	24%
CC % who want more choice and control in their life			70%	62%

¹⁸¹ Baseline outcomes for participants and/or their families and carers were collected for 99.6% of participants.
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Table I.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	54%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	46%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		39%		
REL	Of these, % who are welcomed or actively included	68%	83%		
REL	% of children who spend time with friends without an adult present		16%		
REL	% with no friends other than family or paid staff			33%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			40%	42%

Table I.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – WA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		65%		
HM	% who are happy with their home			87%	82%
HM	% who feel safe or very safe in their home			87%	76%
HW	% who rate their health as good, very good or excellent			74%	49%
HW	% who did not have any difficulties accessing health services			85%	82%
LL	% who currently attend or previously attended school in a mainstream class			40%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				68%
LL	% unable to do a course or training they wanted to do in the last 12 months				24%
WK	% who have a paid job			24%	25%
WK	% who volunteer			19%	14%

Table I.18 Selected key indicators for families/carers of participants – WA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	17%	21%	21%
% receiving Carer Allowance	51%	50%	36%
% working in a paid job	46%	52%	33%
Of those in a paid job, % in permanent employment	76%	76%	85%
Of those in a paid job, % working 15 hours or more	77%	85%	85%
% who say they (and their partner) are able to work as much as they want	44%	54%	71%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	88%	88%	90%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	31%	22%	16%
% able to advocate for their child/family member	77%	73%	75%
% who have friends and family they see as often as they like	43%	49%	56%
% who feel very confident or somewhat confident in supporting their child's development	90%		
% who know what their family can do to enable their family member with disability to become as independent as possible		55%	
% who feel in control selecting services		61%	65%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			47%
% who rate their health as good, very good or excellent	75%	68%	64%

Table I.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=44) – WA¹⁸²

	Question	% Yes
DL	Has the NDIS improved your child's development?	84%
DL	Has the NDIS improved your child's access to specialist services?	93%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	73%
REL	Has the NDIS improved how your child fits into family life?	61%
S/CP	Has the NDIS improved how your child fits into community life?	68%

¹⁸² Results in Tables I.19 to I.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables I.23 to I.25.

Table I.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=218) – WA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	69%
LL	Has the NDIS improved your child's access to education?	46%
REL	Has the NDIS improved your child's relationships with family and friends?	58%
S/CP	Has the NDIS improved your child's social and recreational life?	46%

Table I.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=73) and ‘Participant 25 and over’ (n=212) – WA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	65%	81%
DL	Has the NDIS helped you with daily living activities?	71%	82%
REL	Has the NDIS helped you to meet more people?	56%	59%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	23%	25%
HW	Has your involvement with the NDIS improved your health and wellbeing?	58%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	40%	31%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	34%	19%
S/CP	Has the NDIS helped you be more involved?	62%	66%

Table I.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=254); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=58) – WA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	65%	57%
Has the NDIS improved the level of support for your family?	69%	73%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	81%	63%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	
Has the NDIS improved your health and wellbeing?	46%	44%

Table I.23 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – WA^{183,184}

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	73%	80%	+6%
LL	Has the NDIS improved your child's access to education?	44%	49%	+6%
REL	Has the NDIS improved your child's relationships with family and friends?	54%	58%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	59%	62%	+3%

Table I.24 Results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – WA

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	54%	54%	0%	73%	76%	+2%
DL	Has the NDIS helped you with daily living activities?	50%	60%	+10%	79%	84%	+5%
REL	Has the NDIS helped you to meet more people?	39%	40%	+1%	55%	59%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	18%	21%	+3%	32%	32%	0%
HW	Has your involvement with the NDIS improved your health and wellbeing?	43%	48%	+5%	51%	54%	+3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	39%	32%	-7%	34%	31%	-3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	24%	+11%	24%	22%	-2%
S/CP	Has the NDIS helped you be more involved?	61%	64%	+3%	67%	71%	+4%

¹⁸³ Results in Tables I.23 to I.26 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

¹⁸⁴ There is insufficient data to show results for “Has the NDIS helped?” questions answered at end of participant's first and second years in the Scheme, for SFOF version ‘Participant 0 to school’.

Table I.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ – WA¹⁸⁵

0 to 14			
Question	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	58%	64%	+6%
Has the NDIS improved the level of support for your family?	76%	76%	+1%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	80%	87%	+6%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	79%	+2%
Has the NDIS improved your health and wellbeing?	55%	56%	+1%

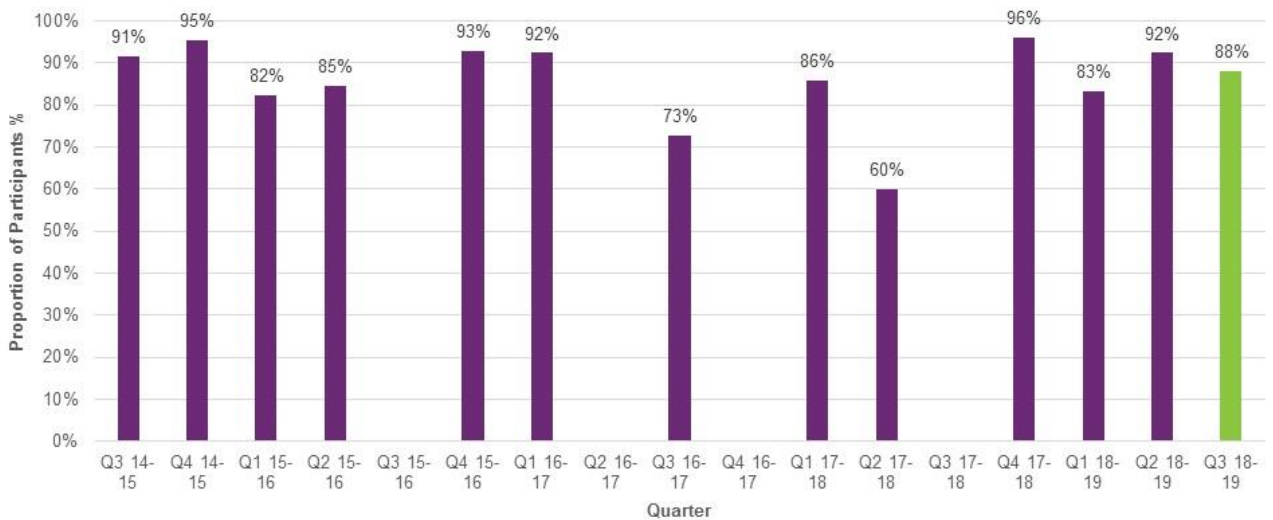
Table I.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ –WA¹⁸⁶

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	16%	18%	26%
Aged 25+	25%	26%	
Aged 15+ (average)	24%	25%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	34%	49%	41%
Aged 25+	35%	39%	
Aged 15+ (average)	36%	42%	

¹⁸⁵ There is insufficient data to show results for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined.

¹⁸⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure I.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (WA)¹⁸⁷



¹⁸⁷Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 88% gave a rating of good or very good, 5% gave a neutral rating and 7% gave a rating of poor or very poor.

Table I.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (WA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	93%	2%	5%
I had enough time to tell my story and say what support I need	89%	4%	7%
The planner knows what I can do well	75%	15%	10%
The planner had some good ideas for my plan	88%	4%	8%
I know what is in my plan	78%	11%	11%
The planner helped me think about my future	52%	25%	23%
I think my plan will make my life better	87%	6%	7%
The planning meeting went well	90%	3%	7%

Table I.28 Plan reviews conducted per quarter – excluding plans less than 30 days – WA¹⁸⁸

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	8,353	1,295	9,648
Early intervention plans	1,371	158	1,529
Permanent disability plans	6,982	1,137	8,119

Table I.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	7,119	930	8,049
Trial participants	5,178	504	5,682
Transition participants	1,941	426	2,367

¹⁸⁷ Participant satisfaction results are not shown if there is insufficient data in the group.

¹⁸⁸ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table I.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – WA

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	1,234	365	1,599
<i>Trial participants</i>	822	45	867
<i>Transition participants</i>	412	320	732

Table I.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – WA¹⁸⁹

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	12.0%	12.6%	12.1%

Table I.32 AAT cases by category – WA

	Prior Quarters		2018-19 Q3		Total	
Category	N	%	N	%	N	%
Access	14	33%	1	17%	15	31%
Plan	21	50%	4	67%	25	52%
Plan Review	6	14%	1	17%	7	15%
Other	1	2%	0	0%	1	2%
Total	42	100%	6	100%	48	100%
% of all access decisions¹⁹⁰	0.21%		0.12%		0.20%	

Table I.33 AAT cases by open/closed and decision – WA

	N
AAT Cases	48
Open AAT Cases	10
Closed AAT Cases	38
<i>Resolved before hearing</i>	38
<i>Gone to hearing and received a substantive decision</i>	0

Table I.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	8%	9%	9%
Self-managed partly	21%	26%	23%
Plan managed	4%	6%	5%
Agency managed	67%	59%	64%
Total	100%	100%	100%

¹⁸⁹ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

¹⁹⁰ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table I.35 Distribution of active participants by support coordination and quarter of plan approval – WA

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	41%	39%	40%

Table I.36 Duration to plan activation by quarter of initial plan approval for active participants – WA^{191,192}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,257	64%	846	76%
30 to 59 days	249	13%	99	9%
60 to 89 days	130	7%	37	3%
Activated within 90 days	1,636	83%	982	88%
90 to 119 days	86	4%	21	2%
120 days and over	159	8%	21	2%
Activated between 90 and 180 days	245	12%	42	4%
No payments	93	5%	90	8%
Total plans approved	1,974	100%	1,114	100%

¹⁹¹ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

¹⁹² There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table I.37 Proportion of active participants with plan activated within 12 months – WA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	159	172	92%
Not Aboriginal and Torres Strait Islander	3,503	3,718	94%
Not Stated	61	67	91%
Total	3,723	3,957	94%
by Culturally and Linguistically Diverse status			
CALD	277	288	96%
Not CALD	3,377	3,596	94%
Not Stated	69	73	95%
Total	3,723	3,957	94%
by Remoteness			
Major Cities	3,393	3,592	94%
Regional	310	341	91%
Remote	12	15	80%
Missing	8	9	89%
Total	3,723	3,957	94%
by Primary Disability type			
Autism	1,251	1,355	92%
Intellectual Disability (including Down Syndrome)	926	986	94%
Psychosocial Disability	296	307	96%
Developmental Delay (including Global Developmental Delay)	202	215	94%
Other	1,048	1,094	96%
Total	3,723	3,957	94%

Table I.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19–WA^{193,194}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	32%	49%	34%
50% to 75%	26%	23%	26%
> 75%	42%	28%	40%
Total	100%	100%	100%

¹⁹³ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

¹⁹⁴ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table I.39 Proportion of active participants with approved plans accessing mainstream supports – WA

	Prior Quarters	2018-19 Q3	Total
Daily Activities	5%	5%	5%
Health & Wellbeing	49%	46%	48%
Lifelong Learning	21%	21%	21%
Other	15%	14%	15%
Non-categorised	28%	28%	28%
Any mainstream service	90%	89%	90%

Part Three: Providers and the growing market

Table I.40 Key provider indicators by quarter - WA¹⁹⁵

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	211	15	226
<i>Company/ organisation</i>	853	41	889
<i>Total</i>	1,064	56	1,115
b) Registration revoked	5		

¹⁹⁵ The total number of providers as at 31 March 2019 (1,115) is not the sum of the number of providers as at 31 December 2018 (1,064) and the providers registered in the third quarter of 2018-19 (56). This is due to 5 providers whose registration ended during the third quarter of 2018-19.

Table I.41 Number of approved providers by registration group - WA¹⁹⁶

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	105	6	111	6%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	104	10	114	10%
Assistance with travel/transport arrangements	183	12	195	7%
Daily Personal Activities	125	11	136	9%
Group and Centre Based Activities	101	12	113	12%
High Intensity Daily Personal Activities	113	11	124	10%
Household tasks	187	16	203	9%
Interpreting and translation	53	0	53	0%
Participation in community, social and civic activities	145	14	159	10%
Assistive Technology				
Assistive equipment for recreation	166	1	167	1%
Assistive products for household tasks	131	3	134	2%
Assistance products for personal care and safety	309	7	316	2%
Communication and information equipment	122	1	123	1%
Customised Prosthetics	85	2	87	2%
Hearing Equipment	48	0	48	0%
Hearing Services	7	2	9	29%
Personal Mobility Equipment	235	8	243	3%
Specialised Hearing Services	14	2	16	14%
Vision Equipment	49	4	53	8%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	123	9	132	7%
Behaviour Support	109	8	117	7%
Community nursing care for high needs	69	4	73	6%
Development of daily living and life skills	128	10	138	8%
Early Intervention supports for early childhood	119	5	124	4%
Exercise Physiology and Physical Wellbeing activities	88	4	92	5%
Innovative Community Participation	123	10	133	8%
Specialised Driving Training	52	7	59	13%
Therapeutic Supports	255	18	273	7%
Capital services				
Home modification design and construction	126	5	131	4%
Specialised Disability Accommodation	26	1	27	4%
Vehicle Modifications	32	0	32	0%
Choice and control support services				
Management of funding for supports in participants plan	59	10	69	17%
Support Coordination	91	16	107	18%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	64	2	66	3%
Specialised Supported Employment	23	0	23	0%
Total approved providers	1,059	56	1,115	5%

¹⁹⁶ The 5 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table I.42 Key markets indicators by quarter – WA

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.57	1.41
b) Number of providers delivering new supports	147	172
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	30%	33%
<i>Not yet active (%)</i>	63%	59%
<i>Inactive (%)</i>	7%	7%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	79%	81%
<i>Therapeutic Supports (%)</i>	93%	95%
<i>Participate Community (%)</i>	76%	76%
<i>Early Childhood Supports (%)</i>	80%	84%
<i>Assist Personal Activities (%)</i>	84%	83%

Table I.43 Cumulative number of providers that have been active by registration group – WA

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	11	0	11	0%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	50	7	57	14%
Assistance with travel/transport arrangements	60	7	67	12%
Daily Personal Activities	82	11	93	13%
Group and Centre Based Activities	39	9	48	23%
High Intensity Daily Personal Activities	67	11	78	16%
Household tasks	58	17	75	29%
Interpreting and translation	6	1	7	17%
Participation in community, social and civic activities	95	13	108	14%
Assistive Technology				
Assistive equipment for recreation	13	1	14	8%
Assistive products for household tasks	10	2	12	20%
Assistance products for personal care and safety	98	14	112	14%
Communication and information equipment	17	2	19	12%
Customised Prosthetics	31	2	33	6%
Hearing Equipment	3	0	3	0%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	51	6	57	12%
Specialised Hearing Services	3	0	3	0%
Vision Equipment	8	0	8	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	72	7	79	10%
Behaviour Support	42	3	45	7%
Community nursing care for high needs	10	2	12	20%
Development of daily living and life skills	65	13	78	20%
Early Intervention supports for early childhood	57	3	60	5%
Exercise Physiology and Physical Wellbeing activities	10	1	11	10%
Innovative Community Participation	2	1	3	50%
Specialised Driving Training	8	2	10	25%
Therapeutic Supports	145	26	171	18%
Capital services				
Home modification design and construction	22	1	23	5%
Specialised Disability Accommodation	0	0	0	-
Vehicle Modifications	3	1	4	33%
Choice and control support services				
Management of funding for supports in participants plan	21	6	27	29%
Support Coordination	25	6	31	24%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	28	3	31	11%
Specialised Supported Employment	9	1	10	11%
Total approved active providers	387	65	452	17%

Table I.44 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	9	102	111	0	11	11
Assistance Animals	0	2	2	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	3	111	114	1	56	57
Assistance with travel/transport arrangements	16	179	195	3	64	67
Daily Personal Activities	4	132	136	2	91	93
Group and Centre Based Activities	5	108	113	1	47	48
High Intensity Daily Personal Activities	4	120	124	2	76	78
Household tasks	23	180	203	7	68	75
Interpreting and translation	7	46	53	1	6	7
Participation in community, social and civic activities	6	153	159	4	104	108
Assistive Technology						
Assistive equipment for recreation	24	143	167	1	13	14
Assistive products for household tasks	13	121	134	0	12	12
Assistance products for personal care and safety	39	277	316	8	104	112
Communication and information equipment	22	101	123	2	17	19
Customised Prosthetics	10	77	87	3	30	33
Hearing Equipment	5	43	48	0	3	3
Hearing Services	1	8	9	0	2	2
Personal Mobility Equipment	30	213	243	7	50	57
Specialised Hearing Services	1	15	16	0	3	3
Vision Equipment	7	46	53	0	8	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	8	124	132	2	77	79
Behaviour Support	27	90	117	11	34	45
Community nursing care for high needs	2	71	73	1	11	12
Development of daily living and life skills	7	131	138	3	75	78
Early Intervention supports for early childhood	49	75	124	18	42	60
Exercise Physiology and Physical Wellbeing activities	16	76	92	1	10	11
Innovative Community Participation	22	111	133	3	0	3
Specialised Driving Training	9	50	59	2	8	10
Therapeutic Supports	99	174	273	56	115	171
Capital services						
Home modification design and construction	14	117	131	0	23	23
Specialised Disability Accommodation	0	27	27	0	0	0
Vehicle Modifications	1	31	32	0	4	4
Choice and control support services						
Management of funding for supports in participants plan	2	67	69	0	27	27

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	7	100	107	1	30	31
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	3	63	66	0	31	31
Specialised Supported Employment	0	23	23	0	10	10
Total	226	889	1,115	87	365	452

Table I.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – WA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	8%	92%	111	0%	100%	11
Assistance Animals	0%	100%	2	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	3%	97%	114	2%	98%	57
Assistance with travel/transport arrangements	8%	92%	195	4%	96%	67
Daily Personal Activities	3%	97%	136	2%	98%	93
Group and Centre Based Activities	4%	96%	113	2%	98%	48
High Intensity Daily Personal Activities	3%	97%	124	3%	97%	78
Household tasks	11%	89%	203	9%	91%	75
Interpreting and translation	13%	87%	53	14%	86%	7
Participation in community, social and civic activities	4%	96%	159	4%	96%	108
Assistive Technology						
Assistive equipment for recreation	14%	86%	167	7%	93%	14
Assistive products for household tasks	10%	90%	134	0%	100%	12
Assistance products for personal care and safety	12%	88%	316	7%	93%	112
Communication and information equipment	18%	82%	123	11%	89%	19
Customised Prosthetics	11%	89%	87	9%	91%	33
Hearing Equipment	10%	90%	48	0%	100%	3
Hearing Services	11%	89%	9	0%	100%	2
Personal Mobility Equipment	12%	88%	243	12%	88%	57
Specialised Hearing Services	6%	94%	16	0%	100%	3
Vision Equipment	13%	87%	53	0%	100%	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	6%	94%	132	3%	97%	79
Behaviour Support	23%	77%	117	24%	76%	45
Community nursing care for high needs	3%	97%	73	8%	92%	12
Development of daily living and life skills	5%	95%	138	4%	96%	78
Early Intervention supports for early childhood	40%	60%	124	30%	70%	60
Exercise Physiology and Physical Wellbeing activities	17%	83%	92	9%	91%	11

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	17%	83%	133	100%	0%	3
Specialised Driving Training	15%	85%	59	20%	80%	10
Therapeutic Supports	36%	64%	273	33%	67%	171
Capital services						
Home modification design and construction	11%	89%	131	0%	100%	23
Specialised Disability Accommodation	0%	100%	27	-	-	0
Vehicle Modifications	3%	97%	32	0%	100%	4
Choice and control support services						
Management of funding for supports in participants plan	3%	97%	69	0%	100%	27
Support Coordination	7%	93%	107	3%	97%	31
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5%	95%	66	0%	100%	31
Specialised Supported Employment	0%	100%	23	0%	100%	10
Total	20%	80%	1,115	19%	81%	452

Part Five: Financial sustainability

Table I.46 Committed supports by financial year (\$m) - WA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ¹⁹⁷	Total
Total Committed	0.0	18.9	69.6	166.3	215.2	325.9	795.9

¹⁹⁷ Note: the \$326 million in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure I.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (WA)

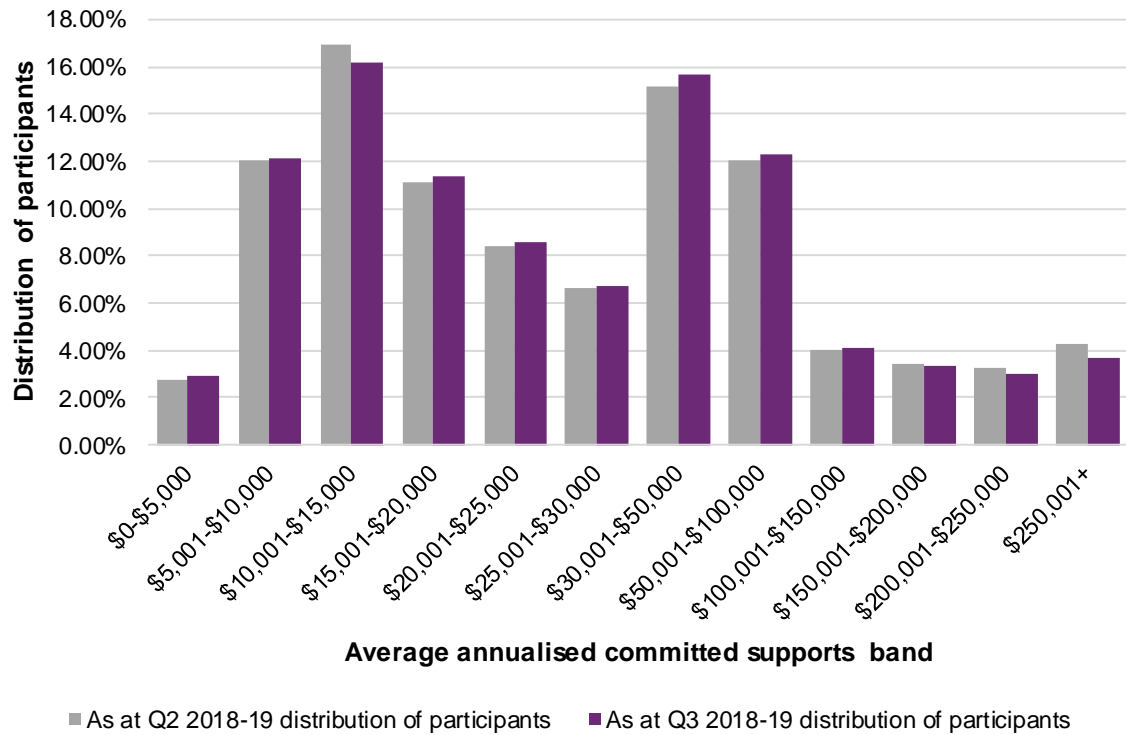


Figure I.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (WA)

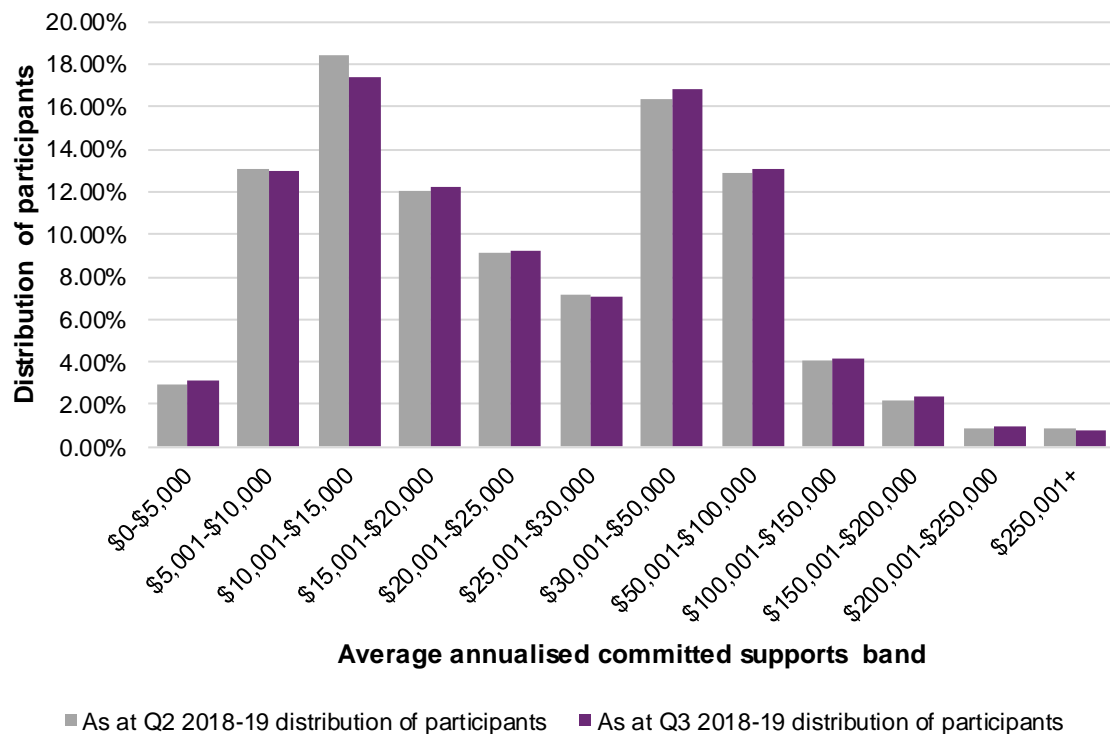
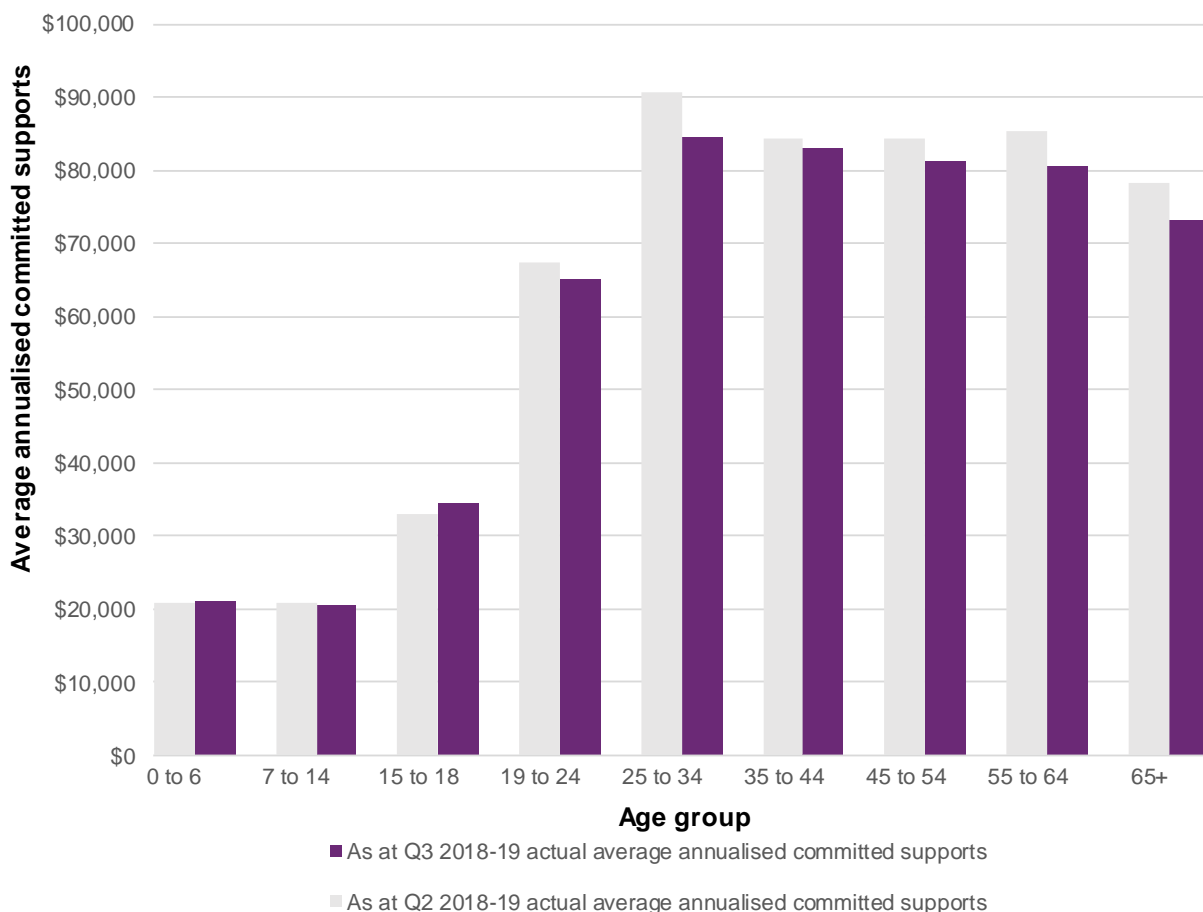
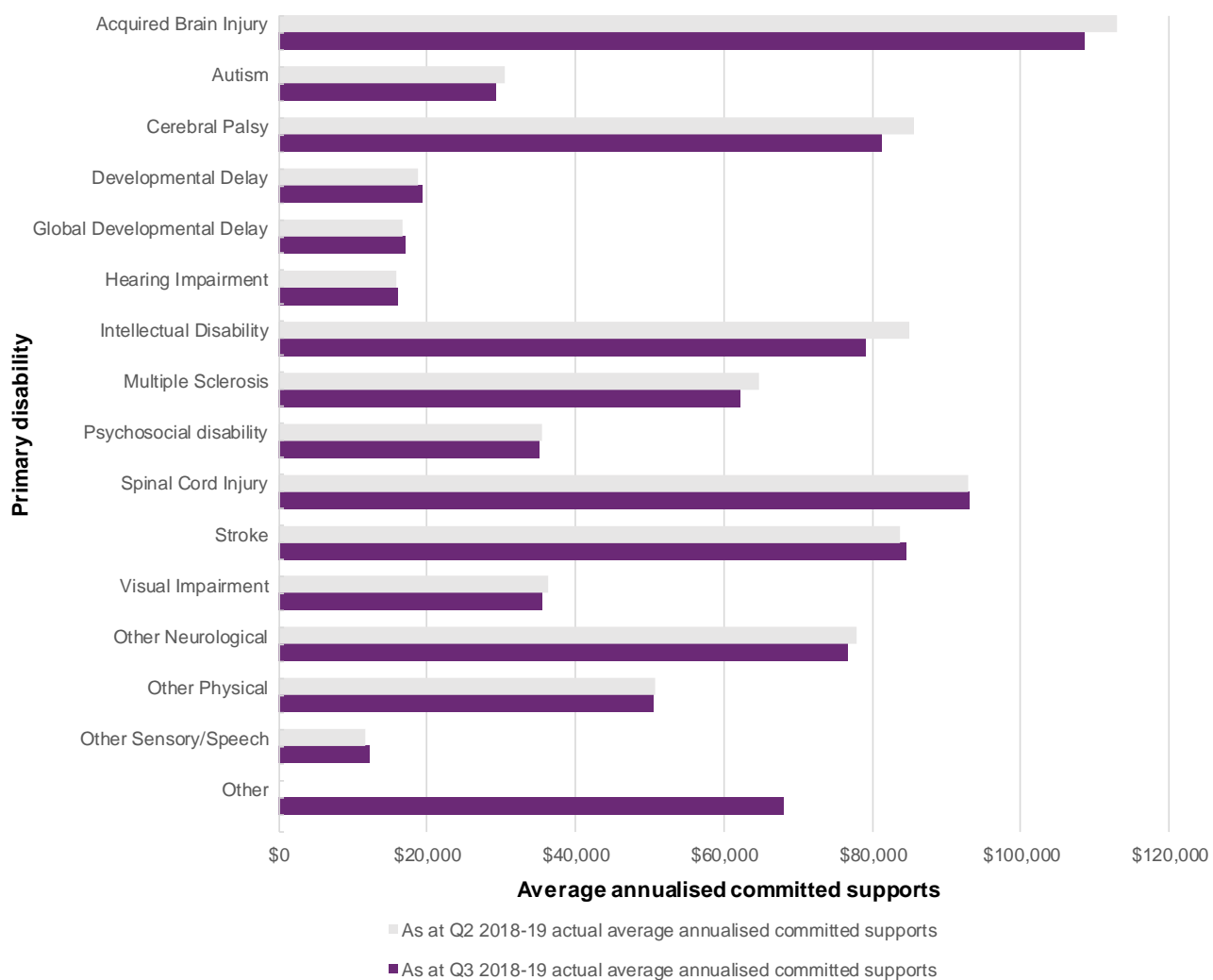


Figure I.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (WA) ¹⁹⁸



¹⁹⁸ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure I.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (WA) ^{199,200}



¹⁹⁹ Ibid.

²⁰⁰ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other as at Q2 2018-19.

Figure I.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (WA) ^{201,202,203}

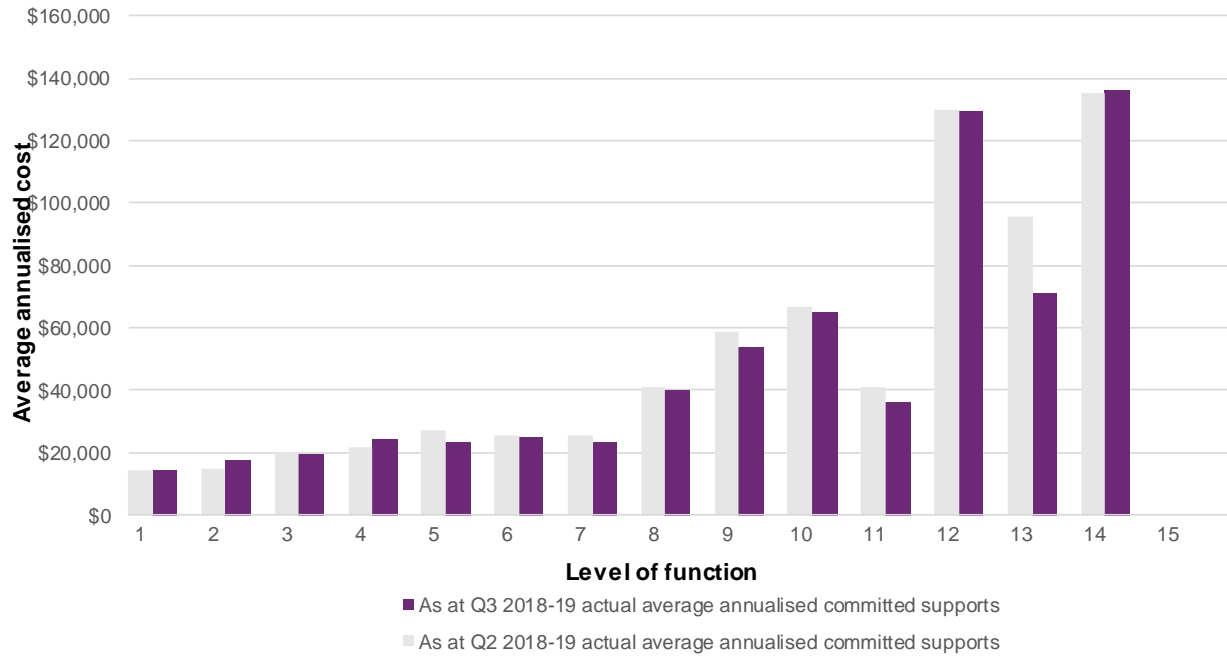


Table I.47 Payments by financial year, compared to committed supports (\$m) – WA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total committed	0.0	18.9	69.6	166.3	215.2	325.9	795.9
Total paid	0.0	10.9	51.1	131.9	161.6	197.8	553.2
% utilised to date	0.0	58%	73%	79%	75%	61%	67% ²⁰⁴

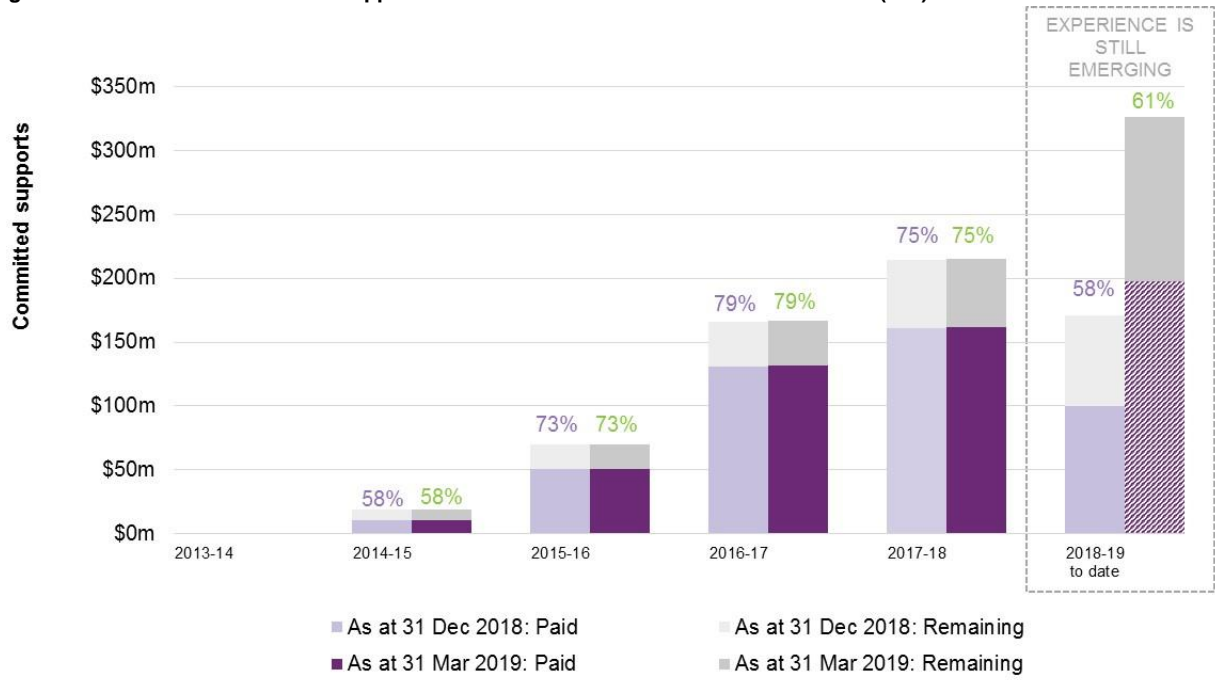
²⁰¹ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

²⁰² An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

²⁰³ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

²⁰⁴ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure I.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (WA)



Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Plan approvals compared to estimates – SA

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
SA	24,626	2,663	27,289	27,487	30,702

Table J.2 Quarterly intake split by plan and entry type since 1 July 2013 – SA²⁰⁵

	Prior Quarters	2018-19 Q3	Total
Access decisions	33,855	1,581	35,436
Access Met	29,260	1,174	30,434
State	13,144	232	13,376
Commonwealth	2,250	82	2,332
New	13,866	860	14,726
Total Participant Plans	24,826	2,861	27,487
State	11,253	1,206	12,459
Commonwealth	1,893	184	2,077
New	11,480	1,273	12,753
ECEI ²⁰⁶	200	198	198
Total Participant Plans	24,826	2,861	27,487
Early Intervention (s25)	9,369	354	9,723
Permanent Disability (s24)	15,257	2,309	17,566
ECEI ²⁰⁷	200	198	198

Table J.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – SA

Exits	
Total participant exits	1,054
Early Intervention participants	831
Permanent disability participants	223

²⁰⁵ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 73% of people with a hearing impairment met the access criteria compared to 74% overall.

²⁰⁶ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

²⁰⁷ Ibid.

Table J.4 Cumulative position by services previously received – SA²⁰⁸

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,472	515	4,130		7,117	8,500	84%
End of 2016-17	3,829	541	7,261	482	12,113	12,887	94%
End of 2017-18	7,752	1,301	9,407	105	18,565	25,957	72%
End of 2018-19 Q1	9,053	1,511	10,164	132	20,860	27,539	76%
End of 2018-19 Q2	11,253	1,893	11,480	200	24,826	29,120	85%
End of 2018-19 Q3	12,459	2,077	12,753	198	27,487	30,702	90%

Table J.5 Cumulative position by entry into the Scheme – SA

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	5,109	2,008		7,117	8,500	84%
End of 2016-17	7,556	4,075	482	12,113	12,887	94%
End of 2017-18	8,756	9,704	105	18,565	25,957	72%
End of 2018-19 Q1	9,025	11,703	132	20,860	27,539	76%
End of 2018-19 Q2	9,369	15,257	200	24,826	29,120	85%
End of 2018-19 Q3	9,723	17,566	198	27,487	30,702	90%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table J.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – SA

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	1,037	4.4%	137	5.2%	1,174	4.5%
Not Aboriginal and Torres Strait Islander	21,273	90.2%	2,382	89.6%	23,655	90.2%
Not Stated	1,266	5.4%	140	5.3%	1,406	5.4%
Total	23,576	100%	2,659	100%	26,235	100%

Table J.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – SA

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
CALD	1,561	6.6%	220	8.3%	1,781	6.8%
Not CALD	21,813	92.5%	2,438	91.7%	24,251	92.4%
Not Stated	202	0.9%	1	0.0%	203	0.8%
Total	23,576	100%	2,659	100%	26,235	100%

Table J.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – SA

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	143	0.6%	54	2.0%	197	0.8%
Not YPIRAC	23,433	99.4%	2,605	98.0%	26,038	99.2%
Total	23,576	100%	2,659	100%	26,235	100%

²⁰⁸ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

Table J.9 Participant profile per quarter by remoteness – SA^{209,210}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	17,505	74.5%	2,080	78.3%	19,585	74.9%
Population > 50,000	614	2.6%	34	1.3%	648	2.5%
Population between 15,000 and 50,000	1,964	8.4%	214	8.1%	2,178	8.3%
Population between 5,000 and 15,000	461	2.0%	48	1.8%	509	1.9%
Population less than 5,000	2,355	10.0%	221	8.3%	2,576	9.9%
Remote	444	1.9%	44	1.7%	488	1.9%
Very Remote	154	0.7%	14	0.5%	168	0.6%
Missing	79		4		83	
Total	23,576	100%	2,659	100%	26,235	100%

Table J.10 Participant profile per quarter by disability group - SA^{211,212}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	9,075	38%	597	22%	9,672	37%
Intellectual Disability ²¹³	5,821	25%	700	26%	6,521	25%
Psychosocial disability	667	3%	282	11%	949	4%
Cerebral Palsy	923	4%	99	4%	1,022	4%
Other Neurological	892	4%	139	5%	1,031	4%
Developmental Delay	980	4%	74	3%	1,054	4%
Other Physical	1,039	4%	163	6%	1,202	5%
Hearing Impairment	712	3%	125	5%	837	3%
ABI	889	4%	195	7%	1,084	4%
Visual Impairment	457	2%	85	3%	542	2%
Multiple Sclerosis	430	2%	64	2%	494	2%
Global Developmental Delay	513	2%	46	2%	559	2%
Stroke	201	1%	36	1%	237	1%
Spinal Cord Injury	212	1%	33	1%	245	1%
Other Sensory/Speech	723	3%	18	1%	741	3%
Other	42	0%	3	0%	45	0%
Total	23,576	100%	2,659	100%	26,235	100%

²⁰⁹ This table is based on the Modified Monash Model measure of remoteness.

²¹⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

²¹¹ Table order based on national proportions (highest to lowest)

²¹² Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²¹³ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in SA (744).

Table J.11 Participant profile per quarter by level of function – SA²¹⁴

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	1,438	6%	103	4%	1,541	6%
2 (High Function)	15	0%	5	0%	20	0%
3 (High Function)	1,540	7%	117	4%	1,657	6%
4 (High Function)	1,420	6%	145	5%	1,565	6%
5 (High Function)	2,068	9%	92	3%	2,160	8%
6 (Moderate Function)	5,260	22%	623	23%	5,883	23%
7 (Moderate Function)	1,732	7%	53	2%	1,785	7%
8 (Moderate Function)	1,646	7%	282	11%	1,928	7%
9 (Moderate Function)	85	0%	17	1%	102	0%
10 (Moderate Function)	2,137	9%	399	15%	2,536	10%
11 (Low Function)	1,169	5%	29	1%	1,198	5%
12 (Low Function)	2,502	11%	552	21%	3,054	12%
13 (Low Function)	2,073	9%	186	7%	2,259	9%
14 (Low Function)	348	1%	56	2%	404	2%
15 (Low Function)	2	0%	0	0%	2	0%
Missing	141		0		141	
Total	23,576	100%	2,659	100%	26,235	100%

²¹⁴ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Table J.12 Participant profile per quarter by Age group – SA

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	2,827	12%	289	11%	3,116	12%
7 to 14	8,617	37%	343	13%	8,960	34%
15 to 18	2,279	10%	91	3%	2,370	9%
19 to 24	1,657	7%	179	7%	1,836	7%
25 to 34	1,677	7%	305	11%	1,982	8%
35 to 44	1,518	6%	351	13%	1,869	7%
45 to 54	2,170	9%	467	18%	2,637	10%
55 to 64	2,456	10%	565	21%	3,021	12%
65+	375	2%	69	3%	444	2%
Total	23,576	100%	2,659	100%	26,235	100%

Table J.13 Participant profile per quarter by Gender – SA

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	15,029	64%	1,571	59%	16,600	63%
Female	7,883	33%	972	37%	8,855	34%
Indeterminate	664	3%	116	4%	780	3%
Total	23,576	100%	2,659	100%	26,235	100%

Part Two: Participant experience and outcomes

Table J.14 Number of questionnaires completed by SFOF version – SA²¹⁵

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	1,463	854	525	2,842
Participant school to 14	2,085	1,082	1,256	4,423
Participant 15 to 24	526	1,111	1,030	2,667
Participant 25 and over	29	3,643	5,966	9,638
Total Participant	4,103	6,690	8,777	19,570
Family 0 to 14	3,401	1,844	1,730	6,975
Family 15 to 24	477	774	620	1,871
Family 25 and over	1	1,264	1,774	3,039
Total Family	3,879	3,882	4,124	11,885
Total	7,982	10,572	12,901	31,455

²¹⁵ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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Table J.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
DL	% with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	58%			
CC	% who say their child is able to tell them what he/she wants	76%			
DL	% developing functional, learning and coping skills appropriate to their ability and circumstances		31%		
DL	% who say their child is becoming more independent		50%		
CC	% of children who have a genuine say in decisions about themselves		79%		
CC	% who are happy with the level of independence/control they have now			44%	
CC	% who choose who supports them			40%	57%
CC	% who choose what they do each day			51%	67%
CC	% who had been given the opportunity to participate in a self-advocacy group meeting			20%	25%
CC	% who want more choice and control in their life			80%	77%

Table J.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	68%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	58%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		45%		
REL	Of these, % who are welcomed or actively included	64%	76%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			29%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	41%

Table J.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – SA

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		76%		
HM	% who are happy with their home			84%	81%
HM	% who feel safe or very safe in their home			88%	79%
HW	% who rate their health as good, very good or excellent			72%	52%
HW	% who did not have any difficulties accessing health services			77%	75%
LL	% who currently attend or previously attended school in a mainstream class			34%	
LL	% who participate in education, training or skill development				8%
LL	Of those who participate, % who do so in mainstream settings				62%
LL	% unable to do a course or training they wanted to do in the last 12 months				28%
WK	% who have a paid job			23%	29%
WK	% who volunteer			12%	11%

Table J.18 Selected key indicators for families/carers of participants – SA

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	18%	29%	24%
% receiving Carer Allowance	48%	52%	39%
% working in a paid job	47%	47%	34%
Of those in a paid job, % in permanent employment	75%	73%	73%
Of those in a paid job, % working 15 hours or more	79%	86%	84%
% who say they (and their partner) are able to work as much as they want	46%	55%	67%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	83%	87%	84%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	26%	21%
% able to advocate for their child/family member	78%	79%	76%
% who have friends and family they see as often as they like	51%	51%	57%
% who feel very confident or somewhat confident in supporting their child's development	86%		
% who know what their family can do to enable their family member with disability to become as independent as possible		49%	
% who feel in control selecting services		46%	50%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			40%
% who rate their health as good, very good or excellent	73%	63%	63%

Table J.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=334)– SA²¹⁶

	Question	% Yes
DL	Has the NDIS improved your child's development?	93%
DL	Has the NDIS improved your child's access to specialist services?	90%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	82%
REL	Has the NDIS improved how your child fits into family life?	74%
S/CP	Has the NDIS improved how your child fits into community life?	58%

²¹⁶ Results in Tables J.19 to J.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables J.23 to J.26.

Table J.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=881) – SA

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	62%
LL	Has the NDIS improved your child's access to education?	44%
REL	Has the NDIS improved your child's relationships with family and friends?	52%
S/CP	Has the NDIS improved your child's social and recreational life?	42%

Table J.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=746) and ‘Participant 25 and over’ (n=1,773) – SA

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	51%	64%
DL	Has the NDIS helped you with daily living activities?	53%	68%
REL	Has the NDIS helped you to meet more people?	44%	44%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	17%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	34%	42%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	25%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	19%
S/CP	Has the NDIS helped you be more involved?	46%	50%

Table J.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=1,087); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=808) – SA

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	61%	44%
Has the NDIS improved the level of support for your family?	67%	58%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	68%	54%
Has the NDIS improved your ability/capacity to help your child develop and learn?	74%	
Has the NDIS improved your health and wellbeing?	42%	33%

Table J.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – SA²¹⁷

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	91%	92%	+1%
DL	Has the NDIS improved your child's access to specialist services?	92%	93%	+1%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	86%	83%	-3%
REL	Has the NDIS improved how your child fits into family life?	81%	75%	-6%
S/CP	Has the NDIS improved how your child fits into community life?	67%	62%	-4%

Table J.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – SA

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	66%	75%	+8%
LL	Has the NDIS improved your child's access to education?	48%	49%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	56%	61%	+4%
S/CP	Has the NDIS improved your child's social and recreational life?	49%	53%	+4%

²¹⁷ Results in Tables J.23 to J.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

Table J.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 15 to 24’ – SA²¹⁸

15 to 24				
Question	Year 1	Year 2	Change	
CC	Has the NDIS helped you have more choices and more control over your life?	51%	59%	+9%
DL	Has the NDIS helped you with daily living activities?	51%	58%	+7%
REL	Has the NDIS helped you to meet more people?	36%	38%	+2%
HM	Has your involvement with the NDIS helped you to choose a home that’s right for you?	21%	17%	-5%
HW	Has your involvement with the NDIS improved your health and wellbeing?	42%	39%	-3%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	32%	28%	-4%
WK	Has your involvement with the NDIS helped you find a job that’s right for you?	8%	7%	-1%
S/CP	Has the NDIS helped you be more involved?	44%	47%	+3%

Table J.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – SA

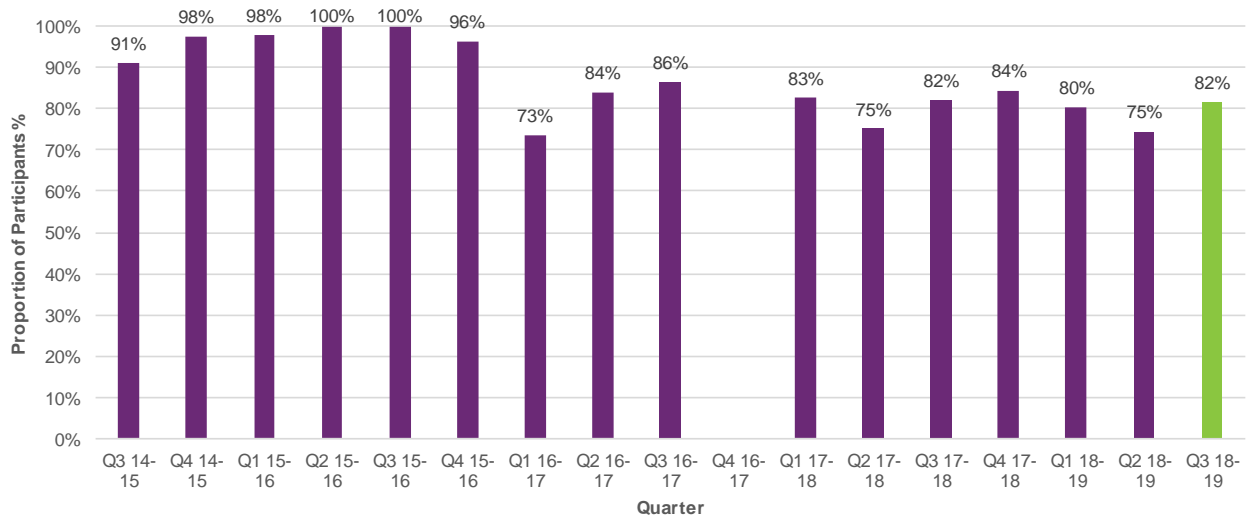
0 to 14				15 and over		
Question	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	63%	66%	+3%	45%	48%	+3%
Has the NDIS improved the level of support for your family?	74%	77%	+3%	58%	61%	+3%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	75%	75%	+1%	59%	60%	+2%
Has the NDIS improved your ability/capacity to help your child develop and learn?	79%	83%	+4%			
Has the NDIS improved your health and wellbeing?	52%	46%	-6%	40%	36%	-4%

²¹⁸ There is insufficient data to show results for SFOF version ‘Participants 25 and over’.
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Table J.27 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' –SA²¹⁹

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	7%	20%	26%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	6%	19%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	32%	44%	41%
Aged 25+	Numbers are too small	Numbers are too small	
Aged 15+ (average)	32%	44%	

Figure J.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good – Existing survey administered by NDIA regions (SA)^{*220}



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 82% gave a rating of good or very good, 15% gave a neutral rating and 3% gave a rating of poor or very poor.

²¹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

²²⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table J.28 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (SA)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	90%	7%	3%
I had enough time to tell my story and say what support I need	92%	3%	5%
The planner knows what I can do well	60%	27%	13%
The planner had some good ideas for my plan	73%	22%	5%
I know what is in my plan	80%	15%	5%
The planner helped me think about my future	72%	20%	8%
I think my plan will make my life better	72%	18%	10%
The planning meeting went well	88%	10%	2%

Table J.29 Plan reviews conducted per quarter – excluding plans less than 30 days – SA²²¹

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	29,062	4,992	34,054
<i>Early intervention plans</i>	17,067	1,957	19,024
<i>Permanent disability plans</i>	11,995	3,035	15,030

Table J.30 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	25,277	4,053	29,330
<i>Trial participants</i>	15,309	1,202	16,511
<i>Transition participants</i>	9,968	2,851	12,819

Table J.31 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – SA

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	3,785	939	4,724
<i>Trial participants</i>	1,722	192	1,914
<i>Transition participants</i>	2,063	747	2,810

Table J.32 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – SA²²²

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	10.8%	14.5%	11.4%

²²¹ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

²²² This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

Table J.33 AAT cases by category – SA

	Prior Quarters		2018-19 Q3		Total	
Category	N	%	N	%	N	%
Access	41	25%	10	17%	51	23%
Plan	104	62%	46	78%	150	66%
Plan Review	16	10%	2	3%	18	8%
Other	6	4%	1	2%	7	3%
Total	167	100%	59	100%	226	100%
% of all access decisions²²³	0.27%		0.68%		0.32%	

Table J.34 AAT cases by open/closed and decision – SA

	N
AAT Cases	226
Open AAT Cases	90
Closed AAT Cases	136
<i>Resolved before hearing</i>	<i>134</i>
<i>Gone to hearing and received a substantive decision</i>	<i>2*</i>

*Of the 2 cases which went to hearing and received a substantive decision: 1 affirmed the Agency's decision and 1 varied the Agency's decision.

Table J.35 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	12%	13%	13%
Self-managed partly	8%	7%	7%
Plan managed	27%	38%	31%
Agency managed	53%	41%	49%
Total	100%	100%	100%

²²³ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table J.36 Distribution of active participants by support coordination and quarter of plan approval – SA

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	37%	41%	38%

Table J.37 Duration to plan activation by quarter of initial plan approval for active participants – SA^{224,225}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	7,305	67%	1,709	76%
30 to 59 days	1,115	10%	188	8%
60 to 89 days	635	6%	95	4%
Activated within 90 days	9,055	83%	1,992	89%
90 to 119 days	354	3%	49	2%
120 days and over	1,024	9%	72	3%
Activated between 90 and 180 days	1,378	13%	121	5%
No payments	481	4%	136	6%
Total plans approved	10,914	100%	2,249	100%

²²⁴ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²²⁵ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table J.38 Proportion of active participants with plan activated within 12 months – SA

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	606	693	87%
Not Aboriginal and Torres Strait Islander	13,076	13,726	95%
Not Stated	800	832	96%
Total	14,482	15,251	95%
by Culturally and Linguistically Diverse status			
CALD	900	947	95%
Not CALD	13,389	14,105	95%
Not Stated	193	199	97%
Total	14,482	15,251	95%
by Remoteness			
Major Cities	10,880	11,410	95%
Regional	3,258	3,461	94%
Remote	289	317	91%
Missing	55	63	87%
Total	14,482	15,251	95%
by Primary Disability type			
Autism	6,987	7,349	95%
Intellectual Disability (including Down Syndrome)	3,034	3,203	95%
Psychosocial Disability	122	124	98%
Developmental Delay (including Global Developmental Delay)	1,031	1,104	93%
Other	3,308	3,471	95%
Total	14,482	15,251	95%

Table J.39 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19 – SA^{226,227}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	41%	63%	42%
50% to 75%	26%	21%	26%
> 75%	33%	16%	32%
Total	100%	100%	100%

²²⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²²⁷ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Table J.40 Proportion of active participants with approved plans accessing mainstream supports – SA

	Prior Quarters	2018-19 Q3	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	39%	41%	39%
Lifelong Learning	19%	18%	18%
Other	10%	12%	11%
Non-categorised	33%	35%	34%
Any mainstream service	90%	92%	91%

Part Three: Providers and the growing market

Table J.41 Key provider indicators by quarter - SA^{228,229}

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	1,288	507	1,719
<i>Company/ organisation</i>	2,372	474	2,746
<i>Total</i>	3,660	981	4,465
b) Registration revoked	176		

²²⁸ The total number of providers as at 31 March 2019 (4,465) is not the sum of the number of providers as at 31 December 2018 (3,660) and the providers registered in the third quarter of 2018-19 (981). This is due to 176 providers whose registration ended during the third quarter of 2018-19.

²²⁹ The large number of revoked providers in 2018-19 Q3 reflects differences in the renewal process for providers under the NDIS Quality and Safeguards Commission (NQSC).

Table J.42 Number of approved providers by registration group - SA²³⁰

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	405	79	484	20%
Assistance Animals	7	2	9	29%
Assistance with daily life tasks in a group or shared living arrangement	400	48	448	12%
Assistance with travel/transport arrangements	745	121	866	16%
Daily Personal Activities	535	95	630	18%
Group and Centre Based Activities	470	73	543	16%
High Intensity Daily Personal Activities	444	63	507	14%
Household tasks	954	154	1,108	16%
Interpreting and translation	186	14	200	8%
Participation in community, social and civic activities	625	110	735	18%
Assistive Technology				
Assistive equipment for recreation	438	71	509	16%
Assistive products for household tasks	475	64	539	13%
Assistance products for personal care and safety	751	91	842	12%
Communication and information equipment	357	73	430	20%
Customised Prosthetics	245	87	332	36%
Hearing Equipment	140	19	159	14%
Hearing Services	9	1	10	11%
Personal Mobility Equipment	566	105	671	19%
Specialised Hearing Services	24	6	30	25%
Vision Equipment	153	22	175	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	549	84	633	15%
Behaviour Support	436	36	472	8%
Community nursing care for high needs	322	49	371	15%
Development of daily living and life skills	587	90	677	15%
Early Intervention supports for early childhood	760	172	932	23%
Exercise Physiology and Physical Wellbeing activities	355	101	456	28%
Innovative Community Participation	628	100	728	16%
Specialised Driving Training	103	27	130	26%
Therapeutic Supports	1,555	618	2,173	40%
Capital services				
Home modification design and construction	443	100	543	23%
Specialised Disability Accommodation	209	19	228	9%
Vehicle Modifications	88	5	93	6%
Choice and control support services				
Management of funding for supports in participants plan	442	98	540	22%
Support Coordination	510	63	573	12%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	279	42	321	15%
Specialised Supported Employment	81	10	91	12%
Total approved providers	3,484	981	4,465	28%

²³⁰ The 176 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table J.43 Key markets indicators by quarter – SA

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.24	1.17
b) Number of providers delivering new supports	277	292
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	22%	18%
<i>Not yet active (%)</i>	73%	76%
<i>Inactive (%)</i>	5%	6%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	89%	88%
<i>Therapeutic Supports (%)</i>	93%	93%
<i>Participate Community (%)</i>	81%	82%
<i>Early Childhood Supports (%)</i>	85%	84%
<i>Assist Personal Activities (%)</i>	89%	88%

Table J.44 Cumulative number of providers that have been active by registration group – SA

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	14	2	16	14%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	53	11	64	21%
Assistance with travel/transport arrangements	91	4	95	4%
Daily Personal Activities	122	12	134	10%
Group and Centre Based Activities	78	10	88	13%
High Intensity Daily Personal Activities	104	2	106	2%
Household tasks	131	10	141	8%
Interpreting and translation	9	2	11	22%
Participation in community, social and civic activities	135	9	144	7%
Assistive Technology				
Assistive equipment for recreation	23	1	24	4%
Assistive products for household tasks	12	1	13	8%
Assistance products for personal care and safety	146	24	170	16%
Communication and information equipment	32	1	33	3%
Customised Prosthetics	46	10	56	22%
Hearing Equipment	20	3	23	15%
Hearing Services	2	0	2	0%
Personal Mobility Equipment	64	14	78	22%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	7	1	8	14%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	138	8	146	6%
Behaviour Support	81	3	84	4%
Community nursing care for high needs	17	2	19	12%
Development of daily living and life skills	95	8	103	8%
Early Intervention supports for early childhood	336	10	346	3%
Exercise Physiology and Physical Wellbeing activities	18	3	21	17%
Innovative Community Participation	11	3	14	27%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	489	35	524	7%
Capital services				
Home modification design and construction	6	2	8	33%
Specialised Disability Accommodation	3	2	5	67%
Vehicle Modifications	15	0	15	0%
Choice and control support services				
Management of funding for supports in participants plan	64	9	73	14%
Support Coordination	70	8	78	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	16	3	19	19%
Specialised Supported Employment	11	1	12	9%
Total approved active providers	971	96	1,067	10%

Table J.45 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	59	425	484	2	14	16
Assistance Animals	0	9	9	0	3	3
Assistance with daily life tasks in a group or shared living arrangement	27	421	448	4	60	64
Assistance with travel/transport arrangements	165	701	866	17	78	95
Daily Personal Activities	37	593	630	11	123	134
Group and Centre Based Activities	33	510	543	7	81	88
High Intensity Daily Personal Activities	29	478	507	12	94	106
Household tasks	269	839	1,108	38	103	141
Interpreting and translation	33	167	200	2	9	11
Participation in community, social and civic activities	55	680	735	16	128	144
Assistive Technology						
Assistive equipment for recreation	130	379	509	0	24	24
Assistive products for household tasks	125	414	539	1	12	13
Assistance products for personal care and safety	181	661	842	24	146	170
Communication and information equipment	125	305	430	7	26	33
Customised Prosthetics	88	244	332	13	43	56
Hearing Equipment	18	141	159	3	20	23
Hearing Services	0	10	10	0	2	2
Personal Mobility Equipment	182	489	671	16	62	78
Specialised Hearing Services	8	22	30	0	5	5
Vision Equipment	31	144	175	0	8	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	78	555	633	28	118	146
Behaviour Support	163	309	472	31	53	84
Community nursing care for high needs	37	334	371	1	18	19
Development of daily living and life skills	69	608	677	15	88	103
Early Intervention supports for early childhood	454	478	932	187	159	346
Exercise Physiology and Physical Wellbeing activities	135	321	456	6	15	21
Innovative Community Participation	207	521	728	7	7	14
Specialised Driving Training	22	108	130	0	3	3
Therapeutic Supports	1,052	1,121	2,173	259	265	524
Capital services						
Home modification design and construction	145	398	543	0	8	8
Specialised Disability Accommodation	13	215	228	1	4	5
Vehicle Modifications	7	86	93	0	15	15
Choice and control support services						
Management of funding for supports in participants plan	77	463	540	13	60	73

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	95	478	573	25	53	78
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	29	292	321	0	19	19
Specialised Supported Employment	0	91	91	0	12	12
Total	1,719	2,746	4,465	395	672	1,067

Table J.46 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – SA

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	12%	88%	484	13%	88%	16
Assistance Animals	0%	100%	9	0%	100%	3
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	448	6%	94%	64
Assistance with travel/transport arrangements	19%	81%	866	18%	82%	95
Daily Personal Activities	6%	94%	630	8%	92%	134
Group and Centre Based Activities	6%	94%	543	8%	92%	88
High Intensity Daily Personal Activities	6%	94%	507	11%	89%	106
Household tasks	24%	76%	1,108	27%	73%	141
Interpreting and translation	17%	84%	200	18%	82%	11
Participation in community, social and civic activities	7%	93%	735	11%	89%	144
Assistive Technology						
Assistive equipment for recreation	26%	74%	509	0%	100%	24
Assistive products for household tasks	23%	77%	539	8%	92%	13
Assistance products for personal care and safety	21%	79%	842	14%	86%	170
Communication and information equipment	29%	71%	430	21%	79%	33
Customised Prosthetics	27%	73%	332	23%	77%	56
Hearing Equipment	11%	89%	159	13%	87%	23
Hearing Services	0%	100%	10	0%	100%	2
Personal Mobility Equipment	27%	73%	671	21%	79%	78
Specialised Hearing Services	27%	73%	30	0%	100%	5
Vision Equipment	18%	82%	175	0%	100%	8
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	12%	88%	633	19%	81%	146
Behaviour Support	35%	65%	472	37%	63%	84
Community nursing care for high needs	10%	90%	371	5%	95%	19
Development of daily living and life skills	10%	90%	677	15%	85%	103
Early Intervention supports for early childhood	49%	51%	932	54%	46%	346
Exercise Physiology and Physical Wellbeing activities	30%	70%	456	29%	71%	21

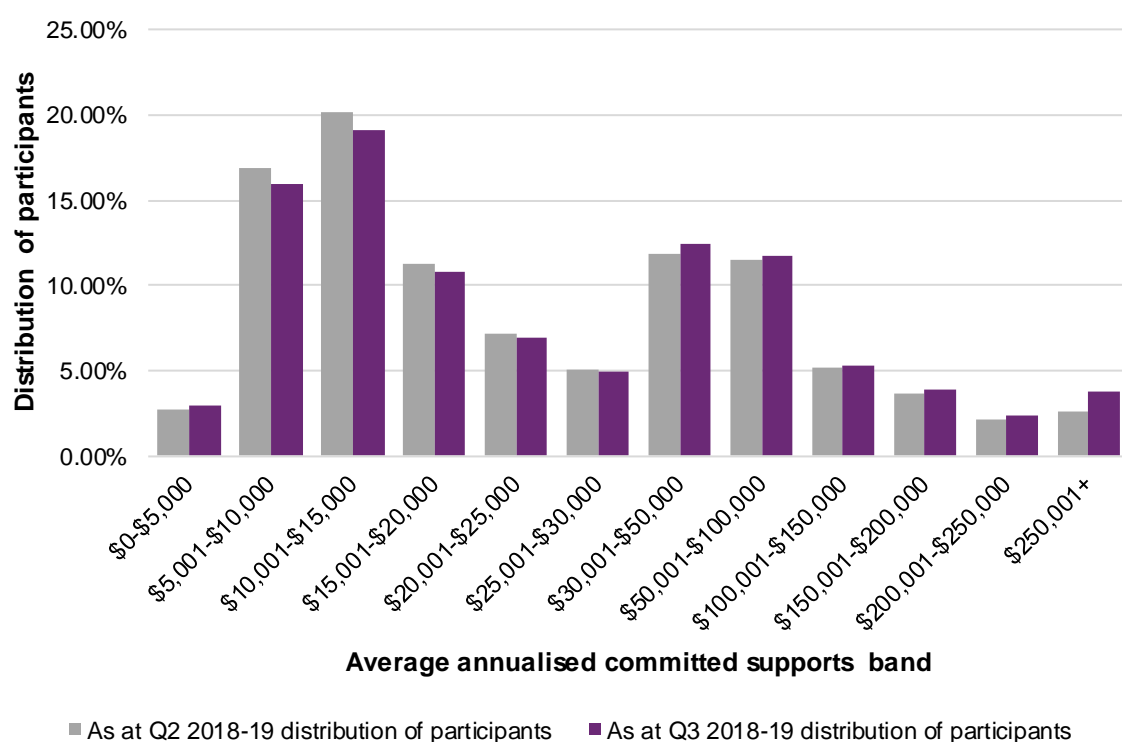
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	28%	72%	728	50%	50%	14
Specialised Driving Training	17%	83%	130	0%	100%	3
Therapeutic Supports	48%	52%	2,173	49%	51%	524
Capital services						
Home modification design and construction	27%	73%	543	0%	100%	8
Specialised Disability Accommodation	6%	94%	228	20%	80%	5
Vehicle Modifications	8%	92%	93	0%	100%	15
Choice and control support services						
Management of funding for supports in participants plan	14%	86%	540	18%	82%	73
Support Coordination	17%	83%	573	32%	68%	78
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	9%	91%	321	0%	100%	19
Specialised Supported Employment	0%	100%	91	0%	100%	12
Total	38%	62%	4,465	37%	63%	1,067

Part Five: Financial sustainability

Table J.47 Committed supports by financial year (\$m) - SA

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ²³¹	Total
Total Committed	11.0	50.7	106.2	190.5	368.1	744.7	1,471.4

Figure J.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (SA)



²³¹ Note: the \$745 million in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure J.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (SA)

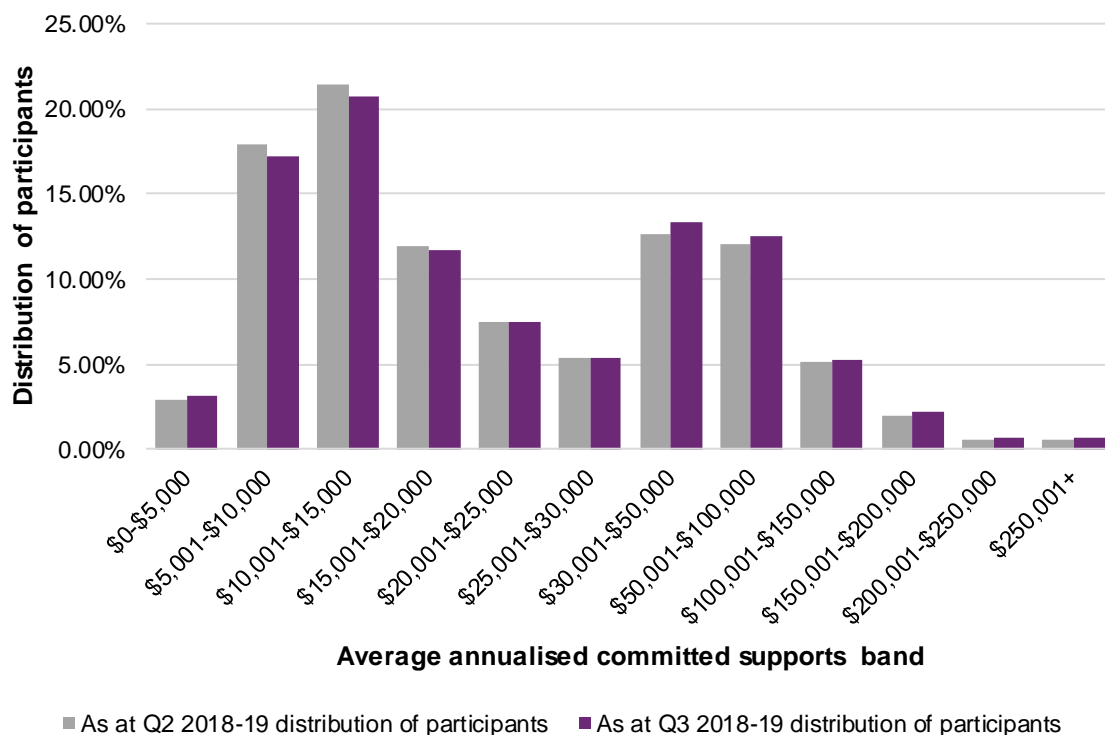
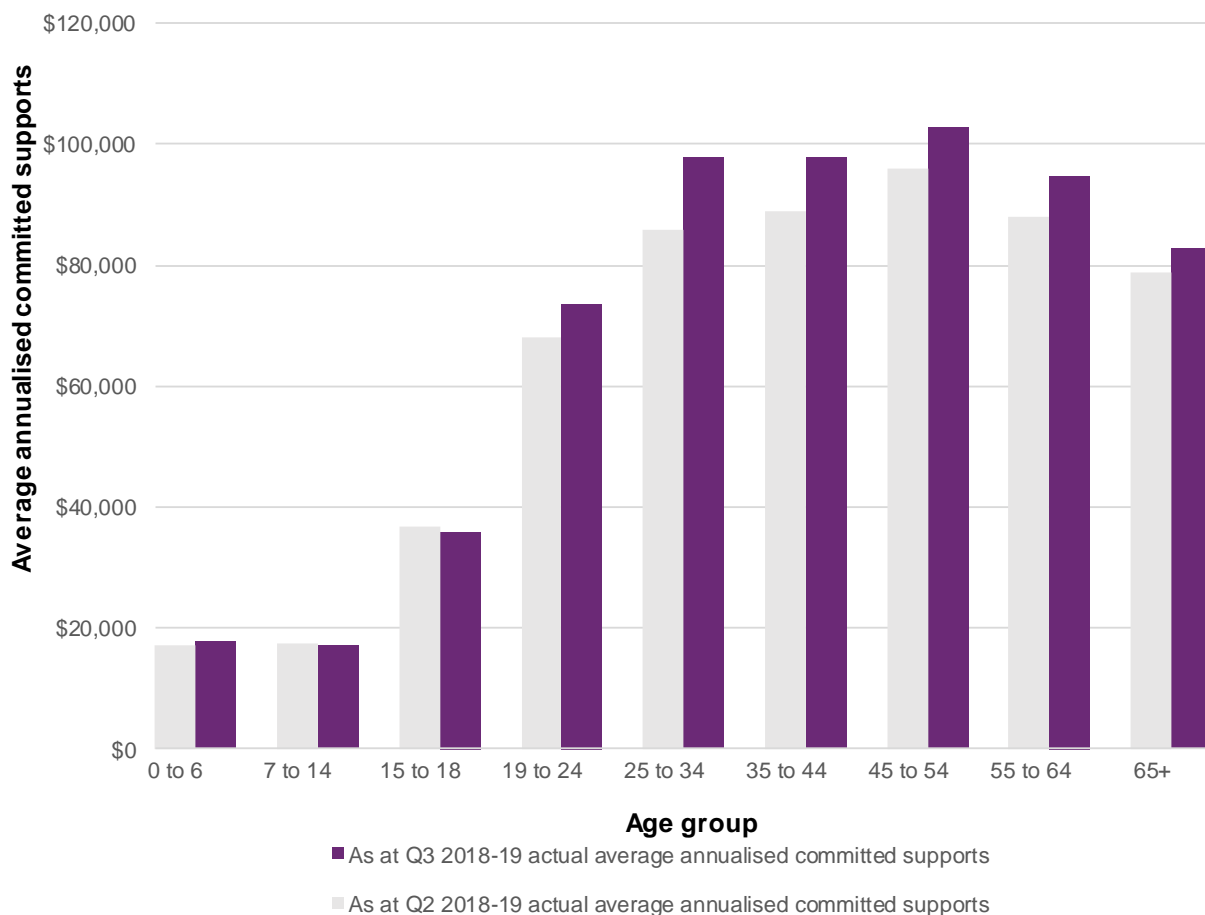
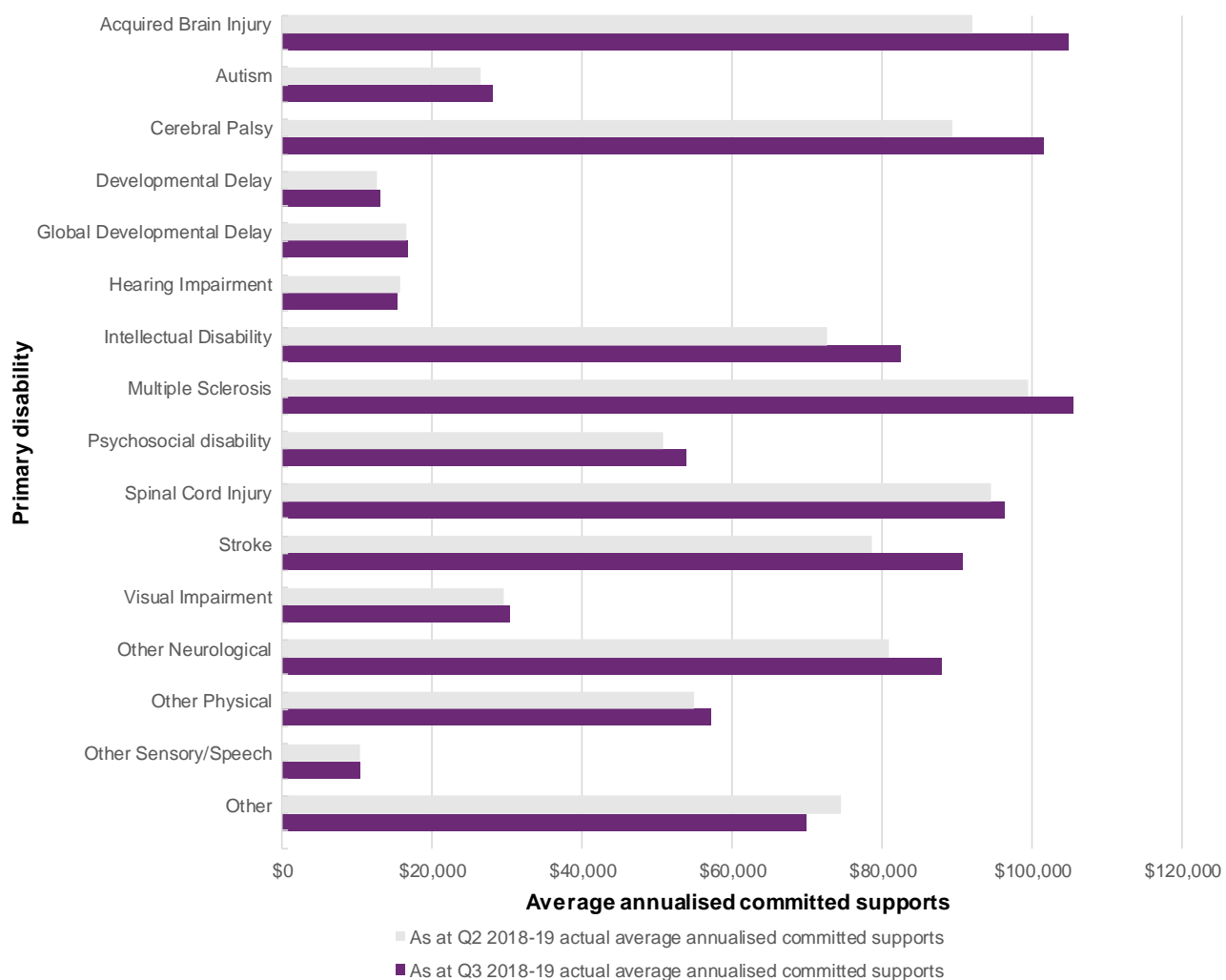


Figure J.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (SA) ²³²



²³² The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure J.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (SA) ²³³



²³³ Ibid.

Figure J.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (SA) ^{234,235,236}

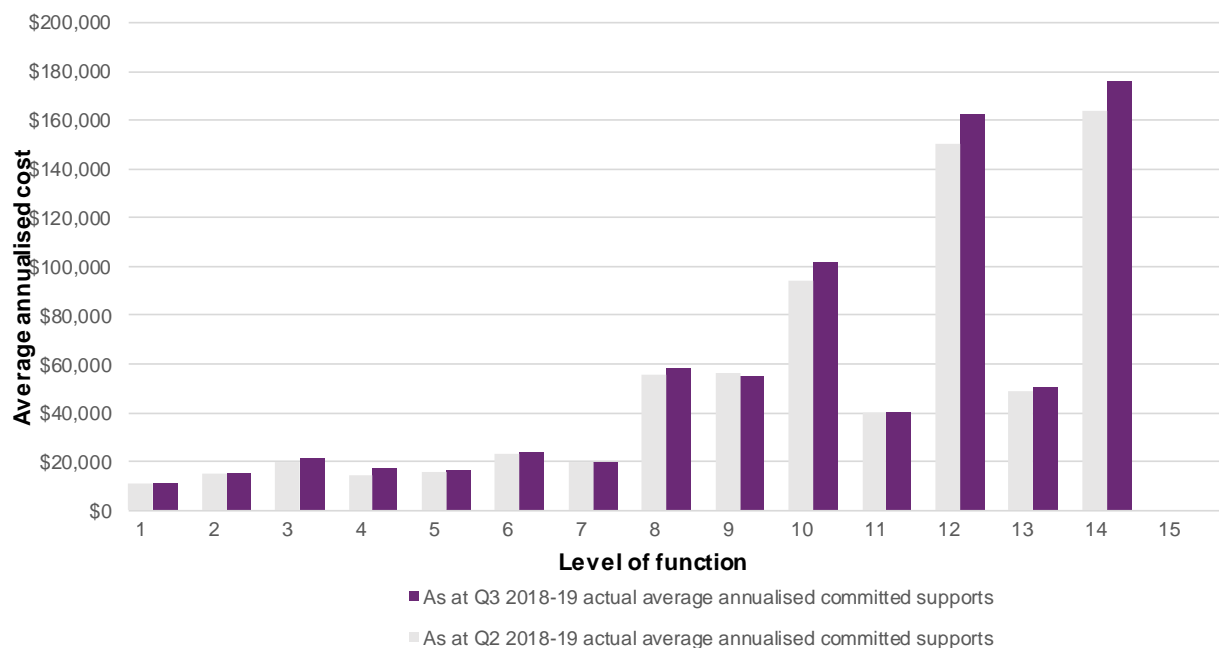


Table J.48 Payments by financial year, compared to committed supports (\$m) – SA

\$ Million	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total committed	11.0	50.7	106.2	190.5	368.1	744.7	1,471.4
Total paid	5.9	30.9	65.2	106.4	217.2	425.1	850.7
% utilised to date	54%	61%	61%	56%	59%	57%	57% ²³⁷

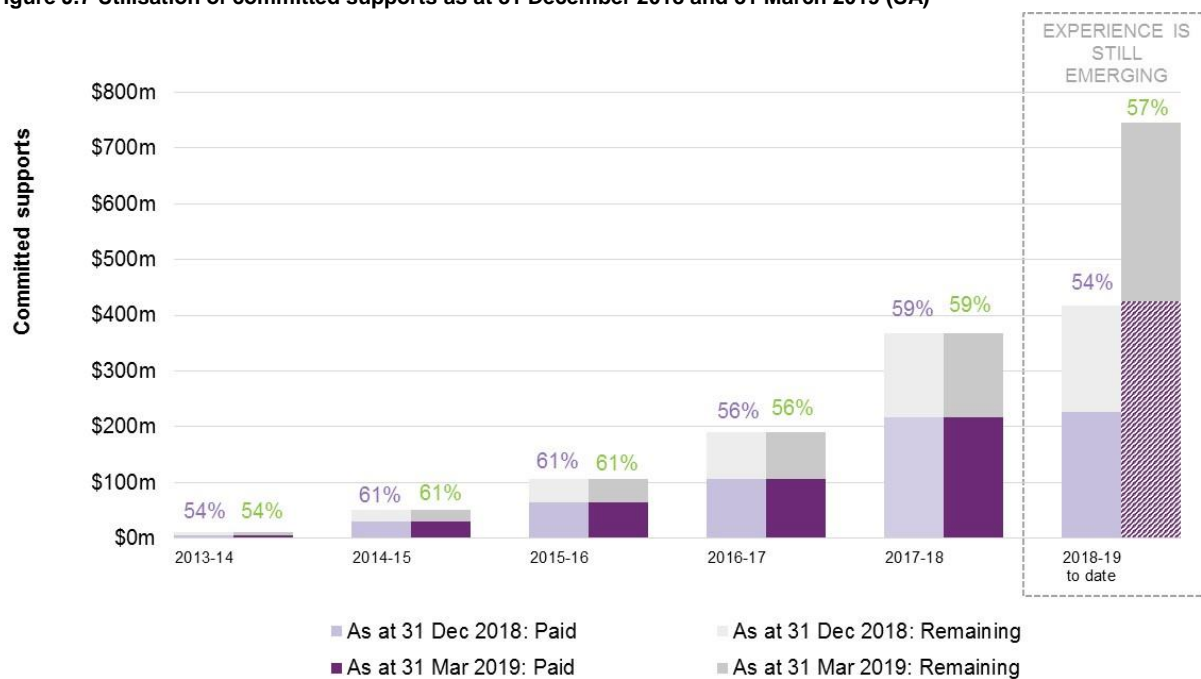
²³⁴ Ibid.

²³⁵ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

²³⁶ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

²³⁷ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure J.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (SA)



Appendix K:

Tasmania

Part One: Participants and their plans

Table K.1 Plan approvals compared to estimates – TAS

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
TAS	4,984	740	5,724	6,314	8,929

Table K.2 Quarterly intake split by plan and entry type since 1 July 2013 – TAS²³⁸

	Prior Quarters	2018-19 Q3	Total
Access decisions	6,477	658	7,135
Access Met	5,779	529	6,308
State	2,757	156	2,913
Commonwealth	809	100	909
New	2,213	273	2,486
Total Participant Plans	5,528	1,330	6,314
State	2,418	292	2,710
Commonwealth	632	156	788
New	1,934	292	2,226
ECEI ²³⁹	544	590	590
Total Participant Plans	5,528	1,330	6,314
Early Intervention (s25)	696	106	802
Permanent Disability (s24)	4,288	634	4,922
ECEI ²⁴⁰	544	590	590

Table K.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – TAS

Exits	
Total participant exits	75
Early Intervention participants	8
Permanent disability participants	67

²³⁸ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 86% of people with a hearing impairment met the access criteria compared to 80% overall.

²³⁹ The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

²⁴⁰ Ibid.

Table K.4 Cumulative position by services previously received – TAS²⁴¹

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	701	33	428		1,162	1,125	103%
End of 2016-17	1,230	63	935	18	2,246	2,242	100%
End of 2017-18	2,027	375	1,476	537	4,415	4,874	91%
End of 2018-19 Q1	2,252	534	1,701	535	5,022	6,072	83%
End of 2018-19 Q2	2,418	632	1,934	544	5,528	7,270	76%
End of 2018-19 Q3	2,710	788	2,226	590	6,314	8,929	71%

Table K.5 Cumulative position by entry into the Scheme – TAS

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	25	1,137		1,162	1,125	103%
End of 2016-17	190	2,038	18	2,246	2,242	100%
End of 2017-18	515	3,363	537	4,415	4,874	91%
End of 2018-19 Q1	603	3,884	535	5,022	6,072	83%
End of 2018-19 Q2	696	4,288	544	5,528	7,270	76%
End of 2018-19 Q3	802	4,922	590	6,314	8,929	71%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table K.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – TAS

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	374	7.6%	35	4.7%	409	7.2%
Not Aboriginal and Torres Strait Islander	4,239	86.4%	592	80.0%	4,831	85.5%
Not Stated	296	6.0%	113	15.3%	409	7.2%
Total	4,909	100%	740	100%	5,649	100%

Table K.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – TAS

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
CALD	129	2.6%	28	3.8%	157	2.8%
Not CALD	4,766	97.1%	712	96.2%	5,478	97.0%
Not Stated	14	0.3%	0	0.0%	14	0.2%
Total	4,909	100%	740	100%	5,649	100%

Table K.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – TAS

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	17	0.3%	10	1.4%	27	0.5%
Not YPIRAC	4,892	99.7%	730	98.6%	5,622	99.5%
Total	4,909	100%	740	100%	5,649	100%

²⁴¹ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

Table K.9 Participant profile per quarter by remoteness – TAS^{242,243}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	60	1.2%	0	0.0%	60	1.1%
Population > 50,000	3,070	62.7%	522	70.5%	3,592	63.7%
Population between 15,000 and 50,000	1,068	21.8%	121	16.4%	1,189	21.1%
Population between 5,000 and 15,000	14	0.3%	2	0.3%	16	0.3%
Population less than 5,000	641	13.1%	84	11.4%	725	12.9%
Remote	38	0.8%	8	1.1%	46	0.8%
Very Remote	7	0.1%	3	0.4%	10	0.2%
Missing	11		0		11	
Total	4,909	100%	740	100%	5,649	100%

Table K.10 Participant profile per quarter by disability group – TAS^{244,245}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	1,751	36%	115	16%	1,866	33%
Intellectual Disability ²⁴⁶	1,874	38%	196	26%	2,070	37%
Psychosocial disability	184	4%	52	7%	236	4%
Cerebral Palsy	278	6%	27	4%	305	5%
Other Neurological	148	3%	49	7%	197	3%
Developmental Delay	56	1%	24	3%	80	1%
Other Physical	112	2%	58	8%	170	3%
Hearing Impairment	107	2%	26	4%	133	2%
ABI	132	3%	81	11%	213	4%
Visual Impairment	77	2%	24	3%	101	2%
Multiple Sclerosis	48	1%	41	6%	89	2%
Global Developmental Delay	53	1%	15	2%	68	1%
Stroke	19	0%	10	1%	29	1%
Spinal Cord Injury	42	1%	16	2%	58	1%
Other Sensory/Speech	19	0%	4	1%	23	0%
Other	9	0%	2	0%	11	0%
Total	4,909	100%	740	100%	5,649	100%

²⁴² This table is based on the Modified Monash Model measure of remoteness.

²⁴³ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁴⁴ Table order based on national proportions (highest to lowest)

²⁴⁵ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁴⁶ Down Syndrome is included in Intellectual Disability, representing 4% of all Scheme participants in TAS (244).

Table K.11 Participant profile per quarter by level of function – TAS²⁴⁷

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	125	3%	32	4%	157	3%
2 (High Function)	6	0%	2	0%	8	0%
3 (High Function)	284	6%	32	4%	316	6%
4 (High Function)	289	6%	30	4%	319	6%
5 (High Function)	352	7%	41	6%	393	7%
6 (Moderate Function)	1,018	21%	88	12%	1,106	20%
7 (Moderate Function)	552	11%	30	4%	582	10%
8 (Moderate Function)	363	7%	47	6%	410	7%
9 (Moderate Function)	8	0%	8	1%	16	0%
10 (Moderate Function)	418	9%	103	14%	521	9%
11 (Low Function)	288	6%	9	1%	297	5%
12 (Low Function)	561	11%	219	30%	780	14%
13 (Low Function)	485	10%	91	12%	576	10%
14 (Low Function)	141	3%	8	1%	149	3%
15 (Low Function)	1	0%	0	0%	1	0%
Missing	18		0		18	
Total	4,909	100%	740	100%	5,649	100%

Table K.12 Participant profile per quarter by Age group – TAS

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	284	6%	116	16%	400	7%
7 to 14	1,258	26%	76	10%	1,334	24%
15 to 18	618	13%	17	2%	635	11%
19 to 24	992	20%	5	1%	997	18%
25 to 34	727	15%	23	3%	750	13%
35 to 44	398	8%	63	9%	461	8%
45 to 54	381	8%	188	25%	569	10%
55 to 64	237	5%	239	32%	476	8%
65+	14	0%	13	2%	27	0%
Total	4,909	100%	740	100%	5,649	100%

Table K.13 Participant profile per quarter by Gender – TAS

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	2,994	61%	426	58%	3,420	61%
Female	1,734	35%	299	40%	2,033	36%
Indeterminate	181	4%	15	2%	196	3%
Total	4,909	100%	740	100%	5,649	100%

²⁴⁷ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table K.14 Number of questionnaires completed by SFOF version – TAS²⁴⁸

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	6	81	212	299
Participant school to 14	564	894	364	1,822
Participant 15 to 24	308	158	66	532
Participant 25 and over	155	499	1,193	1,847
Total Participant	1,033	1,632	1,835	4,500
Family 0 to 14	519	966	561	2,046
Family 15 to 24	162	133	47	342
Family 25 and over	5	195	458	658
Total Family	686	1,294	1,066	3,046
Total	1,719	2,926	2,901	7,546

Table K.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – TAS

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	70%			
CC % who say their child is able to tell them what he/she wants	70%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		35%		
DL % who say their child is becoming more independent		44%		
CC % of children who have a genuine say in decisions about themselves		72%		
CC % who are happy with the level of independence/control they have now			44%	
CC % who choose who supports them			46%	50%
CC % who choose what they do each day			55%	61%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			19%	41%
CC % who want more choice and control in their life			80%	78%

²⁴⁸ Baseline outcomes for participants and/or their families and carers were collected for 99.8% of participants.
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Table K.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	67%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	48%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		29%		
REL	Of these, % who are welcomed or actively included	64%	81%		
REL	% of children who spend time with friends without an adult present		12%		
REL	% with no friends other than family or paid staff			32%	26%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			21%	33%

Table K.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – TAS

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			77%	79%
HM	% who feel safe or very safe in their home			84%	82%
HW	% who rate their health as good, very good or excellent			72%	52%
HW	% who did not have any difficulties accessing health services			75%	73%
LL	% who currently attend or previously attended school in a mainstream class			67%	
LL	% who participate in education, training or skill development				9%
LL	Of those who participate, % who do so in mainstream settings				57%
LL	% unable to do a course or training they wanted to do in the last 12 months				24%
WK	% who have a paid job			8%	22%
WK	% who volunteer			10%	11%

Table K.18 Selected key indicators for families/carers of participants – TAS

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	41%	32%	29%
% receiving Carer Allowance	65%	42%	41%
% working in a paid job	41%	41%	29%
Of those in a paid job, % in permanent employment	73%	71%	81%
Of those in a paid job, % working 15 hours or more	73%	80%	85%
% who say they (and their partner) are able to work as much as they want	42%	43%	66%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	91%	81%	85%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	39%	30%	21%
% able to advocate for their child/family member	78%	75%	67%
% who have friends and family they see as often as they like	41%	48%	52%
% who feel very confident or somewhat confident in supporting their child's development	88%		
% who know what their family can do to enable their family member with disability to become as independent as possible		43%	
% who feel in control selecting services		38%	42%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			53%
% who rate their health as good, very good or excellent	69%	63%	64%

Table K.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=2) – TAS²⁴⁹

	Question	% Yes
DL	Has the NDIS improved your child's development?	Numbers are too small
DL	Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC	Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL	Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP	Has the NDIS improved how your child fits into community life?	Numbers are too small

²⁴⁹ Results in Tables K.19 to K.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables K.23 to K.25.

Table K.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=750) – TAS

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	44%
LL	Has the NDIS improved your child's access to education?	18%
REL	Has the NDIS improved your child's relationships with family and friends?	33%
S/CP	Has the NDIS improved your child's social and recreational life?	35%

Table K.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=205) and ‘Participant 25 and over’ (n=309) – TAS

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	45%	80%
DL	Has the NDIS helped you with daily living activities?	47%	80%
REL	Has the NDIS helped you to meet more people?	38%	65%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	10%	39%
HW	Has your involvement with the NDIS improved your health and wellbeing?	26%	56%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	17%	29%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	16%
S/CP	Has the NDIS helped you be more involved?	36%	71%

Table K.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=732); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=192) – TAS

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	38%	50%
Has the NDIS improved the level of support for your family?	48%	58%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	52%	55%
Has the NDIS improved your ability/capacity to help your child develop and learn?	48%	
Has the NDIS improved your health and wellbeing?	27%	29%

Table K.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – TAS^{250,251}

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	44%	41%	-3%
LL	Has the NDIS improved your child's access to education?	20%	9%	-11%
REL	Has the NDIS improved your child's relationships with family and friends?	26%	21%	-5%
S/CP	Has the NDIS improved your child's social and recreational life?	39%	38%	-2%

Table K.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – TAS

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	53%	61%	+8%	69%	64%	-5%
DL	Has the NDIS helped you with daily living activities?	47%	57%	+10%	65%	66%	+1%
REL	Has the NDIS helped you to meet more people?	46%	50%	+4%	50%	37%	-13%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	11%	11%	0%	22%	13%	-8%
HW	Has your involvement with the NDIS improved your health and wellbeing?	32%	35%	+3%	44%	32%	-12%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	27%	28%	+1%	29%	32%	+3%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	7%	7%	0%	19%	17%	-2%
S/CP	Has the NDIS helped you be more involved?	45%	52%	+7%	56%	57%	0%

²⁵⁰ Results in Tables K.23 to K.26 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

²⁵¹ There is insufficient data to show results for SFOF version ‘Participant 0 to school’.

Table K.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’; and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – TAS

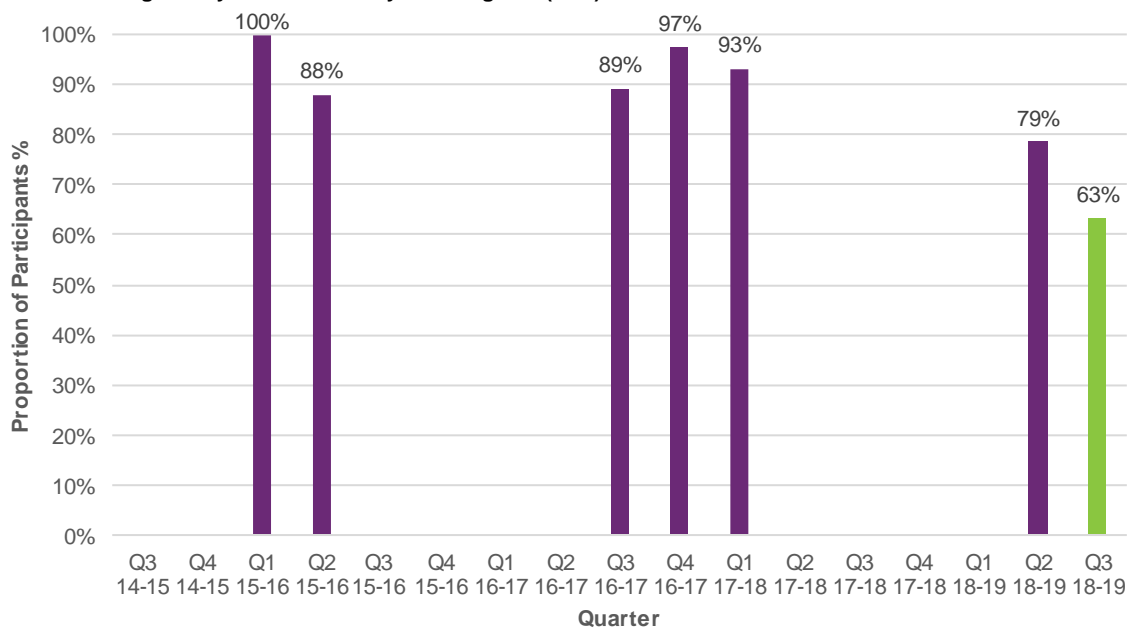
Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	25%	26%	0%	56%	53%	-2%
Has the NDIS improved the level of support for your family?	51%	46%	-5%	49%	61%	+11%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	54%	56%	+2%	50%	66%	+16%
Has the NDIS improved your ability/capacity to help your child develop and learn?	42%	42%	0%			
Has the NDIS improved your health and wellbeing?	21%	24%	+3%	32%	26%	-6%

Table K.26 Progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’ – TAS²⁵²

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	8%	14%	26%
Aged 25+	27%	24%	
Aged 15+ (average)	12%	17%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	24%	27%	41%
Aged 25+	29%	32%	
Aged 15+ (average)	25%	27%	

²⁵² Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Figure K.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (TAS)²⁵³



*Of the participants describing satisfaction with the Agency planning process in Q3 of 2018-19, 63% gave a rating of good or very good, 23% gave a neutral rating and 13% gave a rating of poor or very poor.

Table K.27 Proportion of Participants rating their level of agreement as strongly agree, agree, neutral, disagree or strongly disagree in response to statements about the planning process – Existing survey administered by NDIA regions (TAS)

	Agree / strongly agree	Neutral	Disagree / strongly disagree
The planner listened to me	83%	3%	13%
I had enough time to tell my story and say what support I need	73%	10%	17%
The planner knows what I can do well	77%	10%	13%
The planner had some good ideas for my plan	73%	10%	17%
I know what is in my plan	73%	7%	20%
The planner helped me think about my future	67%	13%	20%
I think my plan will make my life better	57%	23%	20%
The planning meeting went well	83%	7%	10%

Table K.28 Plan reviews conducted per quarter – excluding plans less than 30 days – TAS²⁵⁴

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	6,372	1,266	7,638
Early intervention plans	558	172	730
Permanent disability plans	5,814	1,094	6,908

²⁵³ Participant satisfaction results are not shown if there is insufficient data in the group.

²⁵⁴ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table K.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	4,801	1,063	5,864
<i>Trial participants</i>	2,575	303	2,878
<i>Transition participants</i>	2,226	760	2,986

Table K.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – TAS

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	1,571	203	1,774
<i>Trial participants</i>	652	42	694
<i>Transition participants</i>	919	161	1,080

Table K.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – TAS²⁵⁵

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	22.8%	15.2%	21.6%

Table K.32 AAT cases by category – TAS

Category	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Access	3	13%	1	50%	4	15%
Plan	15	63%	0	0%	15	58%
Plan Review	6	25%	0	0%	6	23%
Other	0	0%	1	50%	1	4%
Total	24	100%	2	100%	26	100%
% of all access decisions²⁵⁶	0.21%		0.12%		0.20%	

Table K.33 AAT cases by open/closed and decision – TAS

	N
AAT Cases	26
Open AAT Cases	4
Closed AAT Cases	22
<i>Resolved before hearing</i>	22
<i>Gone to hearing and received a substantive decision</i>	0

Table K.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	10%	10%	10%
Self-managed partly	11%	12%	11%
Plan managed	5%	8%	6%
Agency managed	74%	70%	72%
Total	100%	100%	100%

²⁵⁵ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

²⁵⁶ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table K.35 Distribution of active participants by support coordination and quarter of plan approval – TAS

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	40%	42%	41%

Table K.36 Duration to plan activation by quarter of initial plan approval for active participants – TAS^{257,258}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,801	67%	448	74%
30 to 59 days	233	9%	61	10%
60 to 89 days	146	5%	25	4%
Activated within 90 days	2,180	81%	534	88%
90 to 119 days	100	4%	18	3%
120 days and over	268	10%	13	2%
Activated between 90 and 180 days	368	14%	31	5%
No payments	131	5%	42	7%
Total plans approved	2,679	100%	607	100%

²⁵⁷ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²⁵⁸ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table K.37 Proportion of active participants with plan activated within 12 months – TAS

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	237	276	86%
Not Aboriginal and Torres Strait Islander	2,805	3,054	92%
Not Stated	126	136	93%
Total	3,168	3,466	91%
by Culturally and Linguistically Diverse status			
CALD	63	69	91%
Not CALD	3,094	3,384	91%
Not Stated	11	13	85%
Total	3,168	3,466	91%
by Remoteness			
Major Cities	49	56	88%
Regional	3,084	3,366	92%
Remote	25	33	76%
Missing	10	11	91%
Total	3,168	3,466	91%
by Primary Disability type			
Autism	1,201	1,320	91%
Intellectual Disability (including Down Syndrome)	1,304	1,441	90%
Psychosocial Disability	81	90	90%
Developmental Delay (including Global Developmental Delay)	27	30	90%
Other	555	585	95%
Total	3,168	3,466	91%

Table K.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19– TAS^{259,260}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	35%	65%	37%
50% to 75%	16%	19%	16%
> 75%	49%	16%	47%
Total	100%	100%	100%

Table K.39 Proportion of active participants with approved plans accessing mainstream supports - TAS

	Prior Quarters	2018-19 Q3	Total
Daily Activities	8%	8%	8%
Health & Wellbeing	58%	57%	58%
Lifelong Learning	24%	19%	22%
Other	16%	15%	16%
Non-categorised	27%	25%	27%
Any mainstream service	94%	92%	94%

²⁵⁹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²⁶⁰ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table K.40 Key provider indicators by quarter - TAS²⁶¹

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	345	47	391
<i>Company/ organisation</i>	989	80	1,068
<i>Total</i>	1,334	127	1,459
b) Registration revoked	2		

²⁶¹ The total number of providers as at 31 March 2019 (1,459) is not the sum of the number of providers as at 31 December 2018 (1,334) and the providers registered in the third quarter of 2018-19 (127). This is due to 2 providers whose registration ended during the third quarter of 2018-19.

Table K.41 Number of approved providers by registration group - TAS²⁶²

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	105	28	133	27%
Assistance Animals	3	0	3	0%
Assistance with daily life tasks in a group or shared living arrangement	76	5	81	7%
Assistance with travel/transport arrangements	184	22	206	12%
Daily Personal Activities	100	2	102	2%
Group and Centre Based Activities	88	2	90	2%
High Intensity Daily Personal Activities	97	3	100	3%
Household tasks	191	36	227	19%
Interpreting and translation	53	9	62	17%
Participation in community, social and civic activities	131	6	137	5%
Assistive Technology				
Assistive equipment for recreation	223	30	253	13%
Assistive products for household tasks	180	19	199	11%
Assistance products for personal care and safety	407	44	451	11%
Communication and information equipment	166	16	182	10%
Customised Prosthetics	77	13	90	17%
Hearing Equipment	68	12	80	18%
Hearing Services	3	1	4	33%
Personal Mobility Equipment	275	28	303	10%
Specialised Hearing Services	7	2	9	29%
Vision Equipment	65	11	76	17%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	130	8	138	6%
Behaviour Support	79	10	89	13%
Community nursing care for high needs	64	16	80	25%
Development of daily living and life skills	118	6	124	5%
Early Intervention supports for early childhood	72	14	86	19%
Exercise Physiology and Physical Wellbeing activities	108	19	127	18%
Innovative Community Participation	156	33	189	21%
Specialised Driving Training	46	9	55	20%
Therapeutic Supports	302	26	328	9%
Capital services				
Home modification design and construction	133	25	158	19%
Specialised Disability Accommodation	77	17	94	22%
Vehicle Modifications	49	9	58	18%
Choice and control support services				
Management of funding for supports in participants plan	43	6	49	14%
Support Coordination	71	11	82	15%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	48	3	51	6%
Specialised Supported Employment	27	2	29	7%
Total approved providers	1,332	127	1,459	10%

²⁶² The 2 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table K.42 Key markets indicators by quarter - TAS

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.74	1.73
b) Number of providers delivering new supports	110	127
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	22%	22%
<i>Not yet active (%)</i>	71%	70%
<i>Inactive (%)</i>	7%	8%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	80%	83%
<i>Therapeutic Supports (%)</i>	83%	84%
<i>Participate Community (%)</i>	84%	84%
<i>Early Childhood Supports (%)</i>	77%	80%
<i>Assist Personal Activities (%)</i>	83%	79%

Table K.43 Cumulative number of providers that have been active by registration group - TAS

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	9	1	10	11%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	43	7	50	16%
Assistance with travel/transport arrangements	51	4	55	8%
Daily Personal Activities	68	3	71	4%
Group and Centre Based Activities	47	2	49	4%
High Intensity Daily Personal Activities	64	0	64	0%
Household tasks	36	9	45	25%
Interpreting and translation	4	0	4	0%
Participation in community, social and civic activities	82	3	85	4%
Assistive Technology				
Assistive equipment for recreation	6	3	9	50%
Assistive products for household tasks	4	0	4	0%
Assistance products for personal care and safety	73	11	84	15%
Communication and information equipment	17	1	18	6%
Customised Prosthetics	15	2	17	13%
Hearing Equipment	9	2	11	22%
Hearing Services	0	0	0	-
Personal Mobility Equipment	25	5	30	20%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	9	1	10	11%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	86	7	93	8%
Behaviour Support	32	5	37	16%
Community nursing care for high needs	4	1	5	25%
Development of daily living and life skills	65	6	71	9%
Early Intervention supports for early childhood	27	6	33	22%
Exercise Physiology and Physical Wellbeing activities	19	3	22	16%
Innovative Community Participation	10	1	11	10%
Specialised Driving Training	3	0	3	0%
Therapeutic Supports	159	15	174	9%
Capital services				
Home modification design and construction	11	1	12	9%
Specialised Disability Accommodation	7	1	8	14%
Vehicle Modifications	8	0	8	0%
Choice and control support services				
Management of funding for supports in participants plan	18	2	20	11%
Support Coordination	20	2	22	10%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	27	2	29	7%
Specialised Supported Employment	17	1	18	6%
Total approved active providers	392	41	433	10%

Table K.44 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	18	115	133	3	7	10
Assistance Animals	0	3	3	0	2	2
Assistance with daily life tasks in a group or shared living arrangement	14	67	81	7	43	50
Assistance with travel/transport arrangements	30	176	206	3	52	55
Daily Personal Activities	12	90	102	6	65	71
Group and Centre Based Activities	12	78	90	4	45	49
High Intensity Daily Personal Activities	13	87	100	6	58	64
Household tasks	42	185	227	6	39	45
Interpreting and translation	10	52	62	0	4	4
Participation in community, social and civic activities	21	116	137	13	72	85
Assistive Technology						
Assistive equipment for recreation	45	208	253	0	9	9
Assistive products for household tasks	36	163	199	0	4	4
Assistance products for personal care and safety	59	392	451	8	76	84
Communication and information equipment	43	139	182	1	17	18
Customised Prosthetics	16	74	90	2	15	17
Hearing Equipment	12	68	80	2	9	11
Hearing Services	1	3	4	0	0	0
Personal Mobility Equipment	45	258	303	4	26	30
Specialised Hearing Services	2	7	9	0	1	1
Vision Equipment	14	62	76	0	10	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	28	110	138	23	70	93
Behaviour Support	37	52	89	16	21	37
Community nursing care for high needs	6	74	80	0	5	5
Development of daily living and life skills	19	105	124	7	64	71
Early Intervention supports for early childhood	44	42	86	18	15	33
Exercise Physiology and Physical Wellbeing activities	32	95	127	5	17	22
Innovative Community Participation	55	134	189	6	5	11
Specialised Driving Training	10	45	55	2	1	3
Therapeutic Supports	177	151	328	86	88	174
Capital services	18	115	133	3	7	10
Home modification design and construction	34	124	158	2	10	12
Specialised Disability Accommodation	5	89	94	1	7	8
Vehicle Modifications	6	52	58	1	7	8
Choice and control support services						
Management of funding for supports in participants plan	5	44	49	3	17	20

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	23	59	82	4	18	22
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	6	45	51	2	27	29
Specialised Supported Employment	2	27	29	2	16	18
Total	391	1,068	1,459	125	308	433

Table K.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – TAS

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	14%	86%	133	30%	70%	10
Assistance Animals	0%	100%	3	0%	100%	2
Assistance with daily life tasks in a group or shared living arrangement	17%	83%	81	14%	86%	50
Assistance with travel/transport arrangements	15%	85%	206	5%	95%	55
Daily Personal Activities	12%	88%	102	8%	92%	71
Group and Centre Based Activities	13%	87%	90	8%	92%	49
High Intensity Daily Personal Activities	13%	87%	100	9%	91%	64
Household tasks	19%	81%	227	13%	87%	45
Interpreting and translation	16%	84%	62	0%	100%	4
Participation in community, social and civic activities	15%	85%	137	15%	85%	85
Assistive Technology						
Assistive equipment for recreation	18%	82%	253	0%	100%	9
Assistive products for household tasks	18%	82%	199	0%	100%	4
Assistance products for personal care and safety	13%	87%	451	10%	90%	84
Communication and information equipment	24%	76%	182	6%	94%	18
Customised Prosthetics	18%	82%	90	12%	88%	17
Hearing Equipment	15%	85%	80	18%	82%	11
Hearing Services	25%	75%	4	-	-	0
Personal Mobility Equipment	15%	85%	303	13%	87%	30
Specialised Hearing Services	22%	78%	9	0%	100%	1
Vision Equipment	18%	82%	76	0%	100%	10
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	20%	80%	138	25%	75%	93
Behaviour Support	42%	58%	89	43%	57%	37
Community nursing care for high needs	8%	93%	80	0%	100%	5
Development of daily living and life skills	15%	85%	124	10%	90%	71
Early Intervention supports for early childhood	51%	49%	86	55%	45%	33

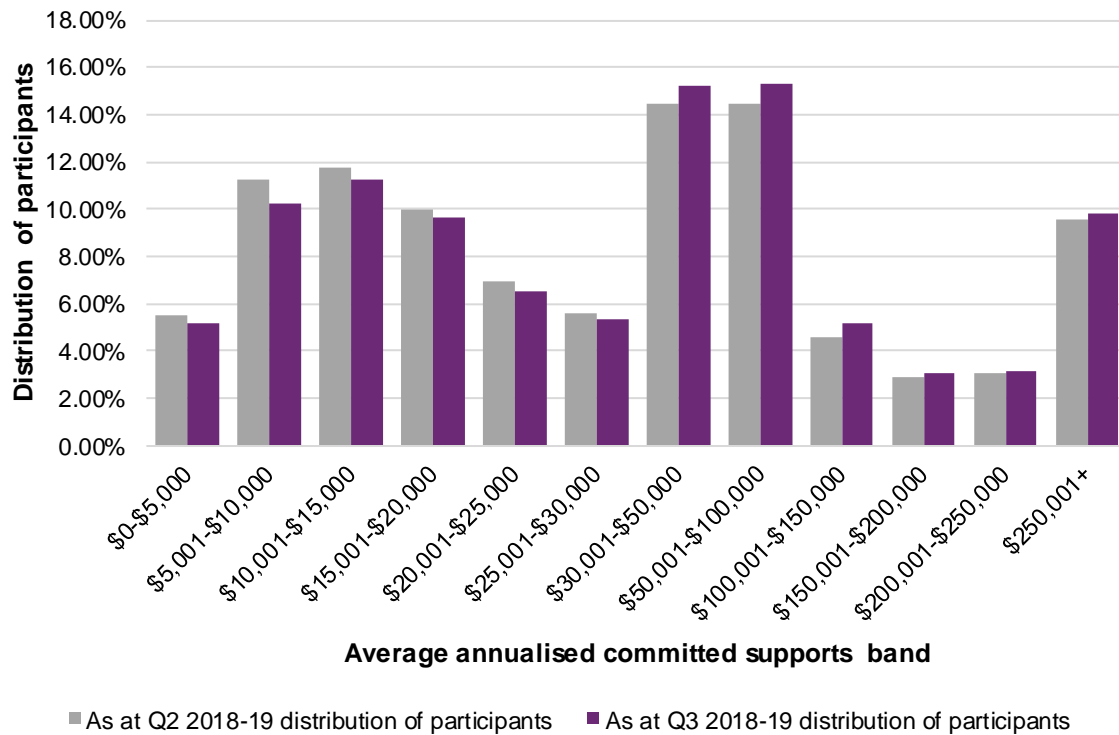
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	25%	75%	127	23%	77%	22
Innovative Community Participation	29%	71%	189	55%	45%	11
Specialised Driving Training	18%	82%	55	67%	33%	3
Therapeutic Supports	54%	46%	328	49%	51%	174
Capital services						
Home modification design and construction	22%	78%	158	17%	83%	12
Specialised Disability Accommodation	5%	95%	94	13%	88%	8
Vehicle Modifications	10%	90%	58	13%	88%	8
Choice and control support services						
Management of funding for supports in participants plan	10%	90%	49	15%	85%	20
Support Coordination	28%	72%	82	18%	82%	22
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	12%	88%	51	7%	93%	29
Specialised Supported Employment	7%	93%	29	11%	89%	18
Total	27%	73%	1,459	29%	71%	433

Part Five: Financial sustainability

Table K.46 Committed supports by financial year (\$m) - TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ²⁶³	Total
Total Committed	18.0	51.6	65.9	99.6	188.1	270.4	693.7

Figure K.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (TAS)



²⁶³ Note: the \$270 million in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure K.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (TAS)

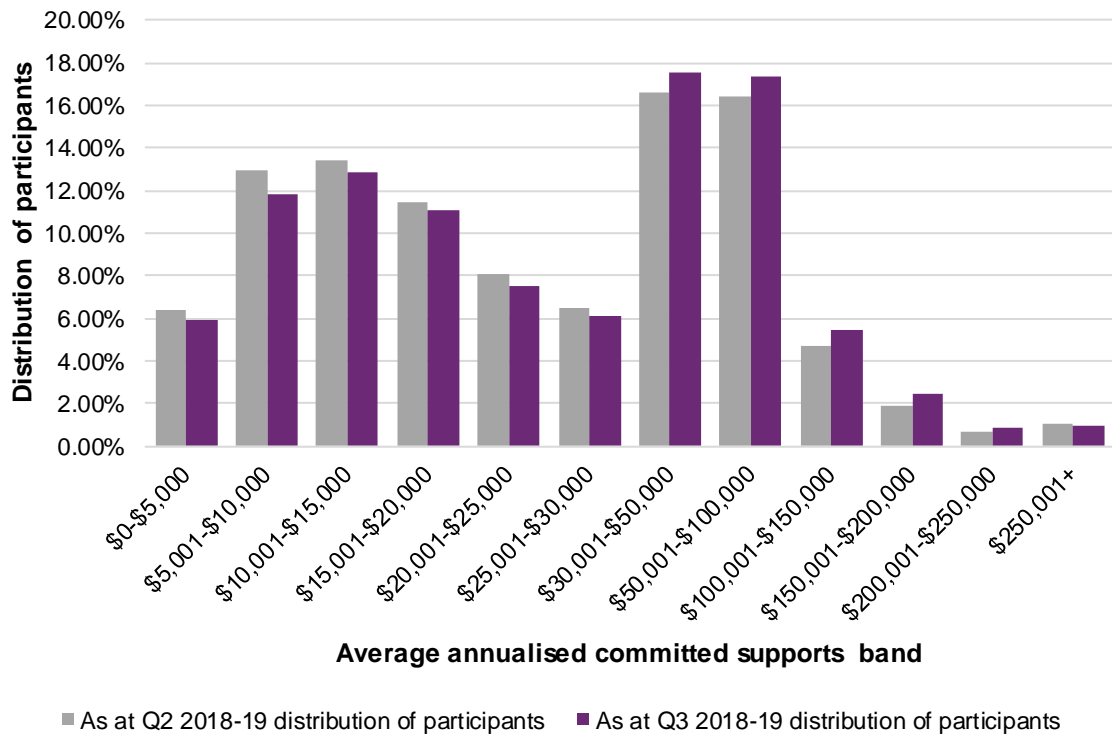
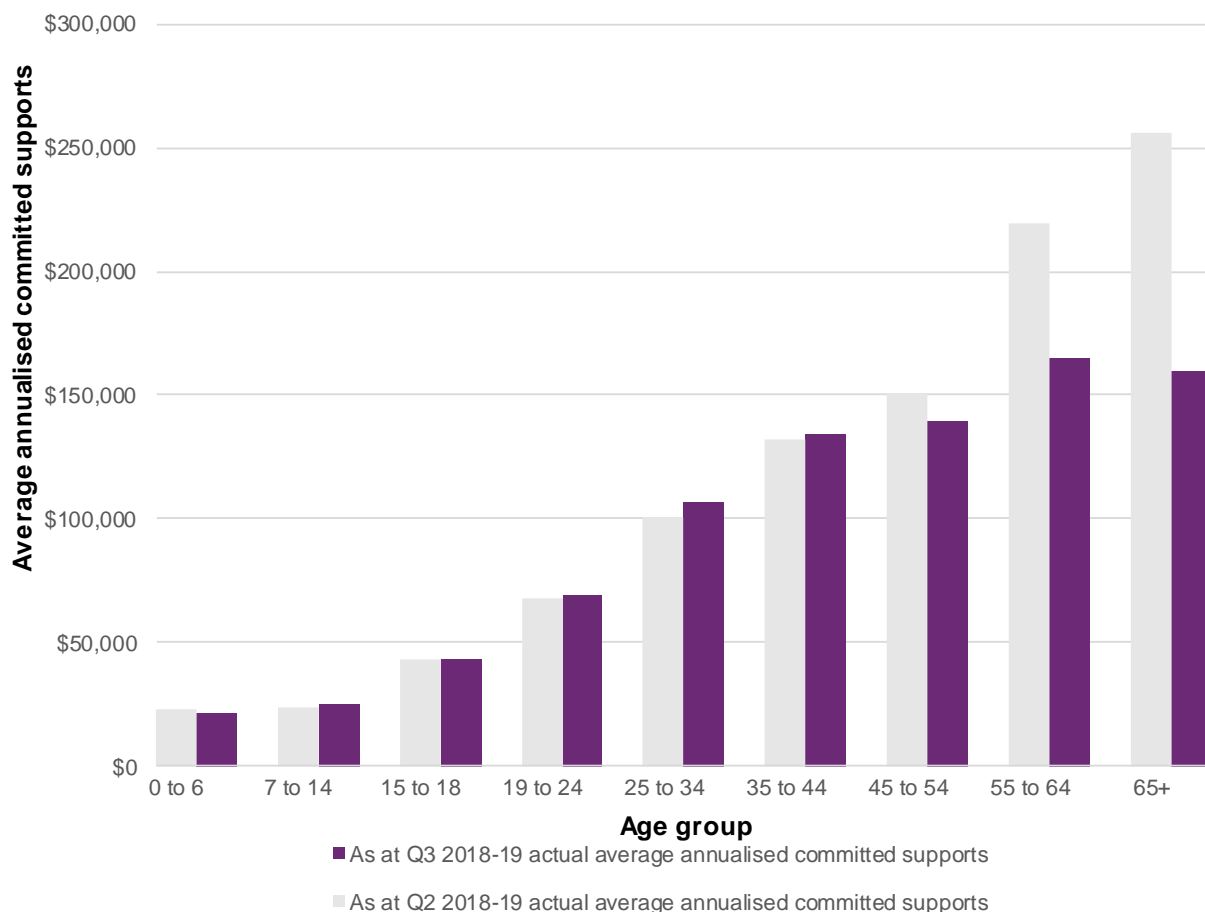
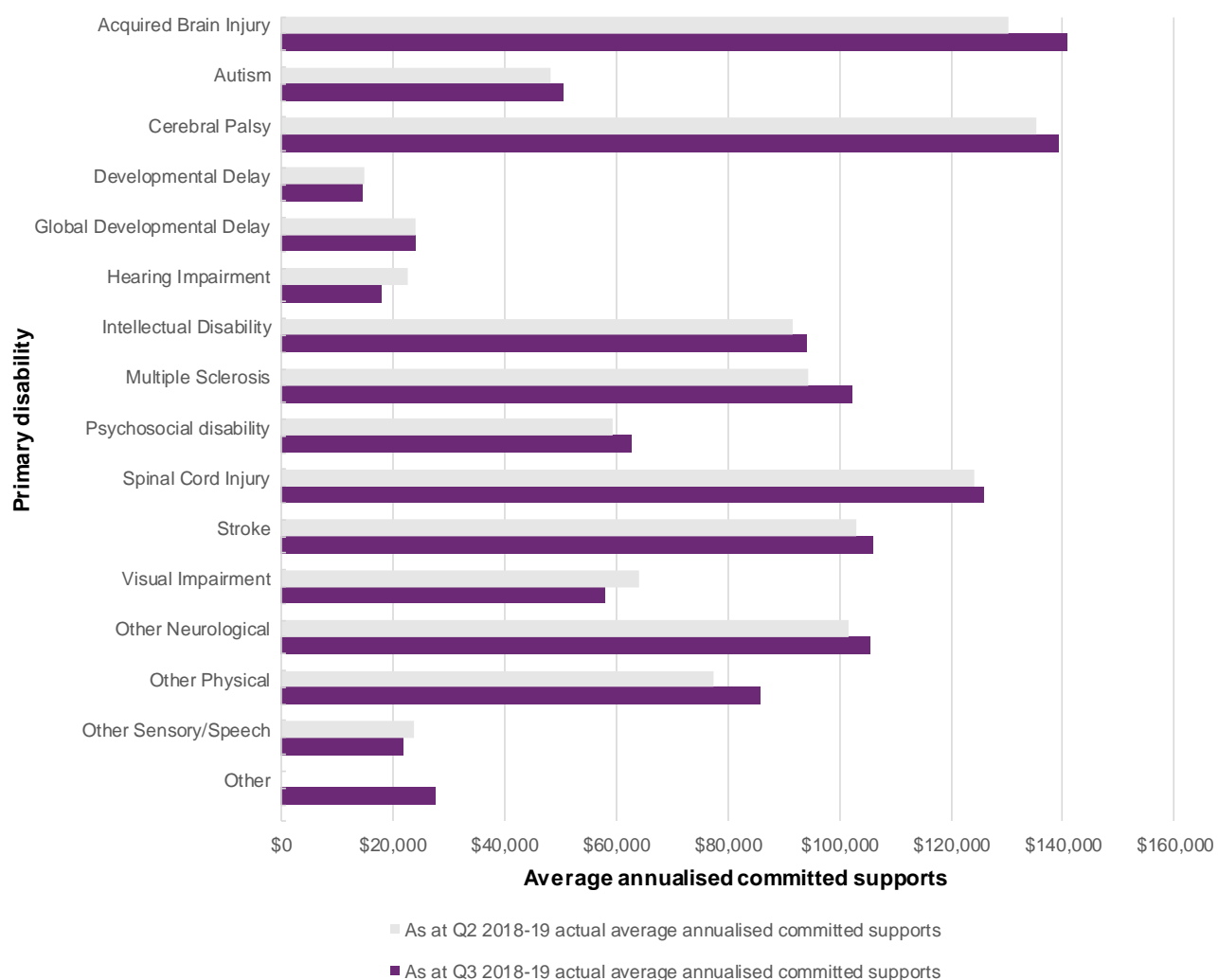


Figure K.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (TAS) ²⁶⁴



²⁶⁴ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure K.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (TAS) ^{265,266}



²⁶⁵ Ibid.

²⁶⁶ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other as at Q2 2018-19.

Figure K.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (TAS) ^{267,268,269}

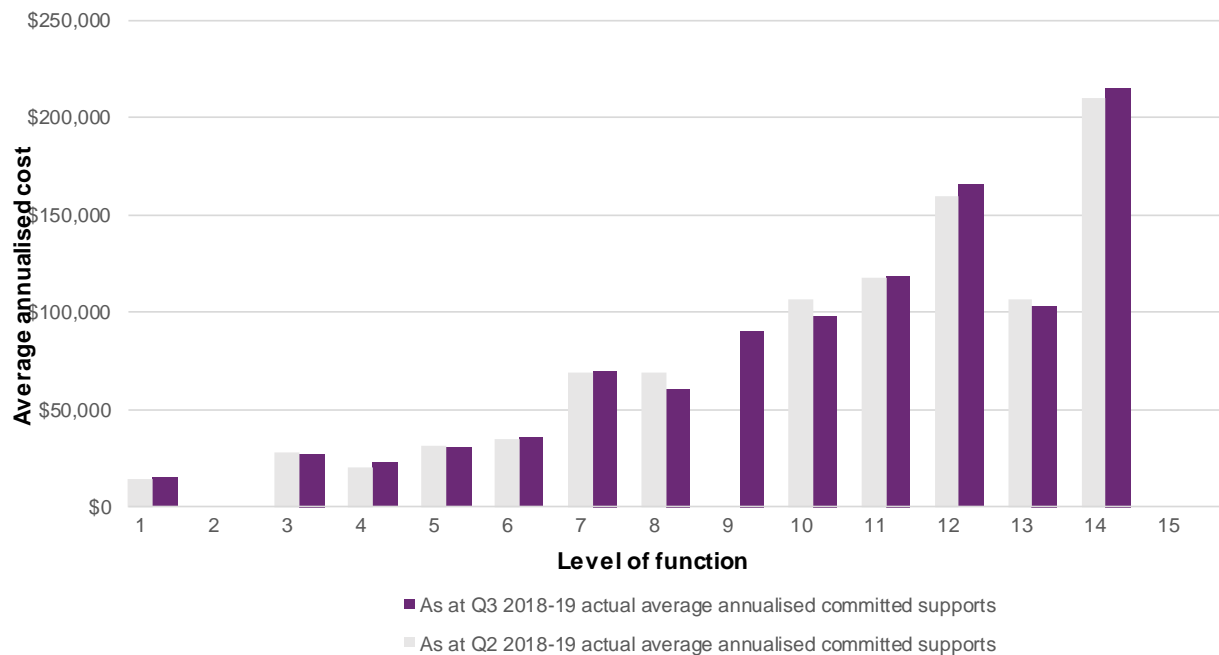


Table K.47 Payments by financial year, compared to committed supports (\$m) – TAS

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	18.0	51.6	65.9	99.6	188.1	270.4	693.7
Total Paid	10.0	36.6	48.6	78.2	152.0	179.6	505.0
% utilised to date	55%	71%	74%	78%	81%	66%	70% ²⁷⁰

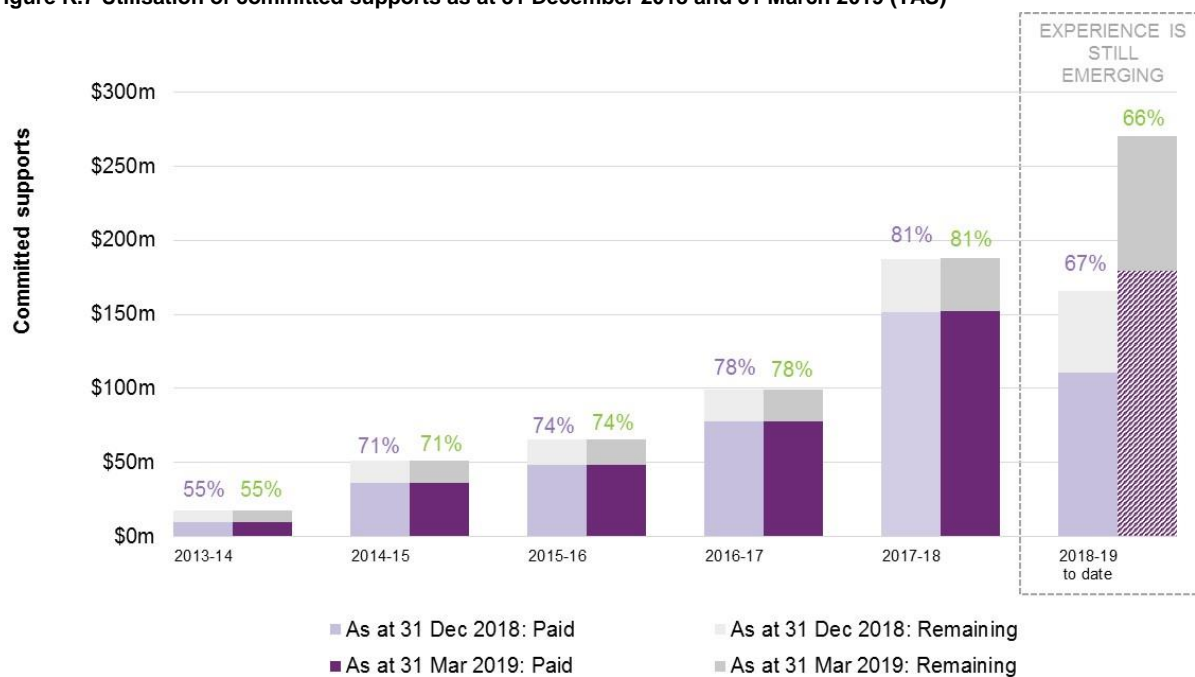
²⁶⁷ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

²⁶⁸ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

²⁶⁹ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 have insufficient data to show an average cost for Q2 and Q3 2018-19, and level of function 9 has insufficient data to show an average cost for Q2 2018-19.

²⁷⁰ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure K.7 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (TAS)



Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Plan approvals compared to estimates – ACT

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
ACT	7,415	205	7,620	7,661	5,075

Table L.2 Quarterly intake split by plan and entry type since 1 July 2013 – ACT²⁷¹

	Prior Quarters	2018-19 Q3	Total
Access decisions	9,313	243	9,556
Access Met	7,701	174	7,875
State	2,912	0	2,912
Commonwealth	282	9	291
New	4,507	165	4,672
Total Participant Plans	7,451	246	7,661
State	2,883	2	2,885
Commonwealth	271	12	283
New	4,261	191	4,452
ECEI ²⁷²	36	41	41
Total Participant Plans	7,451	246	7,661
Early Intervention (s25)	2,794	114	2,908
Permanent Disability (s24)	4,621	91	4,712
ECEI ²⁷³	36	41	41

Table L.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – ACT

Exits	
Total participant exits	776
Early Intervention participants	502
Permanent disability participants	274

²⁷¹ The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 82% of people with a hearing impairment met the access criteria compared to 72% overall.

²⁷² The number of children supported in the ECEI gateway cannot be summed across quarters as they can transition to NDIS plans, hence the ECEI figure shown is cumulative.

²⁷³ Ibid.

Table L.4 Cumulative position by services previously received – ACT²⁷⁴

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	2,712	52	1,334		4,098	4,278	96%
End of 2016-17	2,857	183	3,008	0	6,048	5,075	119%
End of 2017-18	2,874	249	3,636	49	6,808	5,075	134%
End of 2018-19 Q1	2,877	259	3,941	30	7,107	5,075	140%
End of 2018-19 Q2	2,883	271	4,261	36	7,451	5,075	147%
End of 2018-19 Q3	2,885	283	4,452	41	7,661	5,075	151%

Table L.5 Cumulative position by entry into the Scheme – ACT

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	1,559	2,539		4,098	4,278	96%
End of 2016-17	2,119	3,929	0	6,048	5,075	119%
End of 2017-18	2,445	4,314	49	6,808	5,075	134%
End of 2018-19 Q1	2,607	4,470	30	7,107	5,075	140%
End of 2018-19 Q2	2,794	4,621	36	7,451	5,075	147%
End of 2018-19 Q3	2,908	4,712	41	7,661	5,075	151%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table L.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – ACT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	281	4.2%	2	1.0%	283	4.1%
Not Aboriginal and Torres Strait Islander	6,116	92.1%	195	95.1%	6,311	92.2%
Not Stated	242	3.6%	8	3.9%	250	3.7%
Total	6,639	100%	205	100%	6,844	100%

Table L.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – ACT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
CALD	694	10.5%	23	11.2%	717	10.5%
Not CALD	5,821	87.7%	182	88.8%	6,003	87.7%
Not Stated	124	1.9%	0	0.0%	124	1.8%
Total	6,639	100%	205	100%	6,844	100%

Table L.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – ACT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	46	0.7%	2	1.0%	48	0.7%
Not YPIRAC	6,593	99.3%	203	99.0%	6,796	99.3%
Total	6,639	100%	205	100%	6,844	100%

²⁷⁴ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

Table L.9 Participant profile per quarter by remoteness – ACT^{275,276}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	6,380	96.3%	202	98.5%	6,582	96.3%
Population > 50,000	132	2.0%	3	1.5%	135	2.0%
Population between 15,000 and 50,000	21	0.3%	0	0.0%	21	0.3%
Population between 5,000 and 15,000	24	0.4%	0	0.0%	24	0.4%
Population less than 5,000	69	1.0%	0	0.0%	69	1.0%
Remote	1	0.0%	0	0.0%	1	0.0%
Very Remote	0	0.0%	0	0.0%	0	0.0%
Missing	12		0		12	
Total	6,639	100%	205	100%	6,844	100%

Table L.10 Participant profile per quarter by disability group – ACT^{277,278}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	1,753	26%	60	29%	1,813	26%
Intellectual Disability ²⁷⁹	1,343	20%	11	5%	1,354	20%
Psychosocial disability	843	13%	19	9%	862	13%
Cerebral Palsy	270	4%	1	0%	271	4%
Other Neurological	284	4%	8	4%	292	4%
Developmental Delay	467	7%	45	22%	512	7%
Other Physical	439	7%	10	5%	449	7%
Hearing Impairments	292	4%	19	9%	311	5%
ABI	173	3%	3	1%	176	3%
Visual Impairment	159	2%	5	2%	164	2%
Multiple Sclerosis	173	3%	2	1%	175	3%
Global Developmental Delay	117	2%	19	9%	136	2%
Stroke	97	1%	1	0%	98	1%
Spinal Cord Injury	61	1%	1	0%	62	1%
Other Sensory/Speech	150	2%	1	0%	151	2%
Other	18	0%	0	0%	18	0%
Total	6,639	100%	205	100%	6,844	100%

²⁷⁵ This table is based on the Modified Monash Model measure of remoteness.

²⁷⁶ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁷⁷ Table order based on national proportions (highest to lowest)

²⁷⁸ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

²⁷⁹ Down Syndrome is included in Intellectual Disability, representing 3% of all Scheme participants in ACT (228).

Table L.11 Participant profile per quarter by level of function – ACT²⁸⁰

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	549	8%	30	15%	579	9%
2 (High Function)	11	0%	0	0%	11	0%
3 (High Function)	415	6%	12	6%	427	6%
4 (High Function)	692	10%	23	11%	715	10%
5 (High Function)	504	8%	16	8%	520	8%
6 (Moderate Function)	990	15%	38	19%	1,028	15%
7 (Moderate Function)	434	7%	9	4%	443	7%
8 (Moderate Function)	511	8%	9	4%	520	8%
9 (Moderate Function)	49	1%	0	0%	49	1%
10 (Moderate Function)	738	11%	15	7%	753	11%
11 (Low Function)	335	5%	3	1%	338	5%
12 (Low Function)	755	11%	8	4%	763	11%
13 (Low Function)	474	7%	42	20%	516	8%
14 (Low Function)	149	2%	0	0%	149	2%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	33		0		33	
Total	6,639	100%	205	100%	6,844	100%

Table L.12 Participant profile per quarter by Age group – ACT

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	901	14%	87	42%	988	14%
7 to 14	1,668	25%	46	22%	1,714	25%
15 to 18	555	8%	11	5%	566	8%
19 to 24	591	9%	3	1%	594	9%
25 to 34	518	8%	12	6%	530	8%
35 to 44	626	9%	12	6%	638	9%
45 to 54	707	11%	14	7%	721	11%
55 to 64	778	12%	16	8%	794	12%
65+	295	4%	4	2%	299	4%
Total	6,639	100%	205	100%	6,844	100%

Table L.13 Participant profile per quarter by Gender – ACT

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	4,007	60%	126	61%	4,133	60%
Female	2,598	39%	73	36%	2,671	39%
Indeterminate	34	1%	6	3%	40	1%
Total	6,639	100%	205	100%	6,844	100%

²⁸⁰ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table L.14 Number of questionnaires completed by SFOF version – ACT²⁸¹

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	238	170	285	693
Participant school to 14	206	190	230	626
Participant 15 to 24	163	67	66	296
Participant 25 and over	855	258	260	1,373
Total Participant	1,462	685	841	2,988
Family 0 to 14	382	338	512	1,232
Family 15 to 24	36	39	52	127
Family 25 and over	24	54	79	157
Total Family	442	431	643	1,516
Total	1,904	1,116	1,484	4,504

Table L.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – ACT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	56%			
CC % who say their child is able to tell them what he/she wants	71%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		28%		
DL % who say their child is becoming more independent		49%		
CC % of children who have a genuine say in decisions about themselves		81%		
CC % who are happy with the level of independence/control they have now			38%	
CC % who choose who supports them			49%	68%
CC % who choose what they do each day			58%	78%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			22%	29%
CC % who want more choice and control in their life			77%	73%

²⁸¹ Baseline outcomes for participants and/or their families and carers were collected for 90% of participants.
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Table L.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	61%	68%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	60%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		46%		
REL	Of these, % who are welcomed or actively included	64%	73%		
REL	% of children who spend time with friends without an adult present		18%		
REL	% with no friends other than family or paid staff			26%	27%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			36%	38%

Table L.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – ACT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		80%		
HM	% who are happy with their home			77%	70%
HM	% who feel safe or very safe in their home			84%	67%
HW	% who rate their health as good, very good or excellent			61%	43%
HW	% who did not have any difficulties accessing health services			75%	63%
LL	% who currently attend or previously attended school in a mainstream class			62%	
LL	% who participate in education, training or skill development				15%
LL	Of those who participate, % who do so in mainstream settings				80%
LL	% unable to do a course or training they wanted to do in the last 12 months				43%
WK	% who have a paid job			26%	31%
WK	% who volunteer			13%	16%

Table L.18 Selected key indicators for families/carers of participants – ACT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	10%	14%	14%
% receiving Carer Allowance	22%	28%	24%
% working in a paid job	58%	69%	48%
Of those in a paid job, % in permanent employment	88%	86%	86%
Of those in a paid job, % working 15 hours or more	87%	90%	91%
% who say they (and their partner) are able to work as much as they want	53%	60%	55%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	82%	98%	95%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	29%	26%	9%
% able to advocate for their child/family member	85%	75%	70%
% who have friends and family they see as often as they like	52%	50%	48%
% who feel very confident or somewhat confident in supporting their child's development	89%		
% who know what their family can do to enable their family member with disability to become as independent as possible		44%	
% who feel in control selecting services		45%	33%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			30%
% who rate their health as good, very good or excellent	79%	67%	64%

Table L.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=85) – ACT²⁸²

	Question	% Yes
DL	Has the NDIS improved your child's development?	86%
DL	Has the NDIS improved your child's access to specialist services?	91%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	78%
REL	Has the NDIS improved how your child fits into family life?	70%
S/CP	Has the NDIS improved how your child fits into community life?	67%

²⁸² Results in Tables L.19 to L.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017, as these participants have been included in Tables L.23 to L.26.

Table L.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=140) – ACT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	68%
LL	Has the NDIS improved your child's access to education?	47%
REL	Has the NDIS improved your child's relationships with family and friends?	54%
S/CP	Has the NDIS improved your child's social and recreational life?	51%

Table L.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=44) and ‘Participant 25 and over’ (n=168) – ACT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	72%	63%
DL	Has the NDIS helped you with daily living activities?	73%	72%
REL	Has the NDIS helped you to meet more people?	51%	44%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	13%	22%
HW	Has your involvement with the NDIS improved your health and wellbeing?	59%	51%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	35%	27%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	13%	20%
S/CP	Has the NDIS helped you be more involved?	64%	51%

Table L.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=207); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=39) – ACT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	72%	51%
Has the NDIS improved the level of support for your family?	75%	62%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	76%	51%
Has the NDIS improved your ability/capacity to help your child develop and learn?	82%	
Has the NDIS improved your health and wellbeing?	44%	33%

Table L.23 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant 0 to school’ – ACT²⁸³

	Question	Year 1	Year 2	Change
DL	Has the NDIS improved your child's development?	96%	100%	+4%
DL	Has the NDIS improved your child's access to specialist services?	92%	97%	+4%
CC	Has the NDIS helped increase your child's ability to communicate what they want?	84%	93%	+10%
REL	Has the NDIS improved how your child fits into family life?	71%	75%	+4%
S/CP	Has the NDIS improved how your child fits into community life?	65%	69%	+4%

Table L.24 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Participant school to 14’ – ACT

	Question	Year 1	Year 2	Change
DL	Has the NDIS helped your child to become more independent?	60%	70%	+10%
LL	Has the NDIS improved your child's access to education?	40%	41%	+1%
REL	Has the NDIS improved your child's relationships with family and friends?	49%	54%	+6%
S/CP	Has the NDIS improved your child's social and recreational life?	44%	54%	+10%

Table L.25 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF versions ‘Participant 15 to 24’ and ‘Participant 25 and over’ – ACT

		15 to 24			25 and over		
	Question	Year 1	Year 2	Change	Year 1	Year 2	Change
CC	Has the NDIS helped you have more choices and more control over your life?	60%	67%	+7%	75%	79%	+4%
DL	Has the NDIS helped you with daily living activities?	54%	62%	+8%	77%	82%	+5%
REL	Has the NDIS helped you to meet more people?	45%	55%	+10%	48%	52%	+4%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	12%	16%	+4%	22%	20%	-2%
HW	Has your involvement with the NDIS improved your health and wellbeing?	48%	50%	+2%	59%	66%	+7%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	25%	27%	+2%	27%	27%	0%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	19%	20%	+1%	15%	16%	+1%
S/CP	Has the NDIS helped you be more involved?	44%	51%	+7%	58%	62%	+5%

²⁸³ Results in Tables L.23 to L.27 include participants who had their first plan approved between 1 July 2016 and 31 March 2017. While this is a relatively small group of participants, the number of participants included in these tables will grow over time.

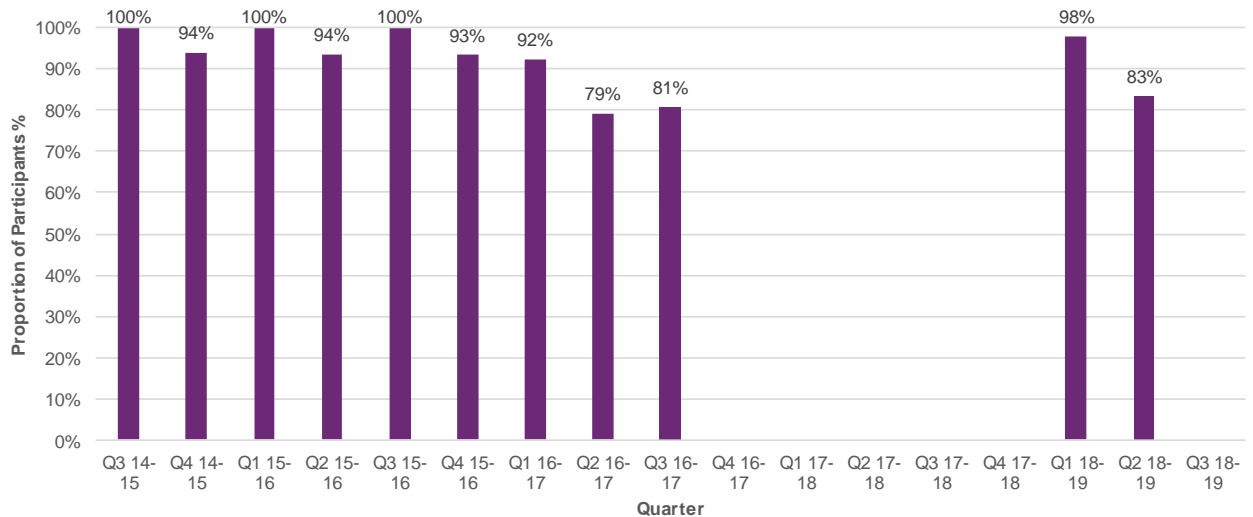
Table L.26 Results for “Has the NDIS helped?” questions answered at end of participant’s first and second years in the Scheme, for SFOF version ‘Family 0 to 14’ and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined – ACT

Question	0 to 14			15 and over		
	Year 1	Year 2	Change	Year 1	Year 2	Change
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	59%	62%	+3%	36%	47%	+11%
Has the NDIS improved the level of support for your family?	70%	78%	+8%	46%	55%	+9%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	74%	80%	+6%	52%	55%	+3%
Has the NDIS improved your ability/capacity to help your child develop and learn?	77%	80%	+2%			
Has the NDIS improved your health and wellbeing?	44%	46%	+3%	46%	33%	-13%

Table L.27 Progress against the NDIA's corporate plan metrics for 'participants in work' and 'participants in community and social activities' – ACT²⁸⁴

Participants in work	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	24%	35%	26%
Aged 25+	30%	30%	
Aged 15+ (average)	30%	31%	
Participants in community and social activities	Baseline	Year 2	2018–19 Target
Aged 15 to 24 years	28%	37%	41%
Aged 25+	36%	45%	
Aged 15+ (average)	35%	44%	

Figure L.1 Proportion of participants describing satisfaction with the Agency planning process as good or very good by quarter – Existing survey administered by NDIA regions (ACT)^{*285}



*There is insufficient data to report on satisfaction in ACT for 2018-19 Q3.

Table L.28 Plan reviews conducted per quarter – excluding plans less than 30 days – ACT²⁸⁶

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	13,544	1,437	14,981
Early intervention plans	4,239	438	4,677
Permanent disability plans	9,305	999	10,304

²⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017.

²⁸⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

²⁸⁶ Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

Table L.29 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	11,369	1,260	12,629
<i>Trial participants</i>	8,042	799	8,841
<i>Transition participants</i>	3,327	461	3,788

Table L.30 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – ACT

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	2,175	177	2,352
<i>Trial participants</i>	1,526	100	1,626
<i>Transition participants</i>	649	77	726

Table L.31 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – ACT²⁸⁷

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	14.1%	9.4%	13.6%

Table L.32 AAT cases by category – ACT

	Prior Quarters		2018-19 Q3		Total	
Category	N	%	N	%	N	%
Access	84	50%	11	50%	95	50%
Plan	67	40%	9	41%	76	40%
Plan Review	15	9%	1	5%	16	8%
Other	3	2%	1	5%	4	2%
Total	169	100%	22	100%	191	100%
% of all access decisions²⁸⁸	0.71%		0.93%		0.73%	

²⁸⁷ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

²⁸⁸ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table L.33 AAT cases by open/closed and decision – ACT

	N
AAT Cases	191
Open AAT Cases	44
Closed AAT Cases	147
<i>Resolved before hearing</i>	<i>144</i>
<i>Gone to hearing and received a substantive decision</i>	3*

*Of the 3 cases which went to hearing and received a substantive decision: 3 affirmed the Agency's decision.

Table L.34 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	31%	32%	31%
Self-managed partly	9%	11%	10%
Plan managed	31%	35%	32%
Agency managed	28%	23%	27%
Total	100%	100%	100%

Table L.35 Distribution of active participants by support coordination and quarter of plan approval – ACT

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	32%	36%	33%

Table L.36 Duration to plan activation by quarter of initial plan approval for active participants – ACT^{289,290}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	1,433	58%	181	57%
30 to 59 days	340	14%	50	16%
60 to 89 days	150	6%	18	6%
Activated within 90 days	1,923	78%	249	79%
90 to 119 days	91	4%	12	4%
120 days and over	339	14%	18	6%
Activated between 90 and 180 days	430	17%	30	9%
No payments	127	5%	38	12%
Total plans approved	2,480	100%	317	100%

²⁸⁹ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

²⁹⁰ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table L.37 Proportion of active participants with plan activated within 12 months – ACT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	217	244	89%
Not Aboriginal and Torres Strait Islander	4,980	5,328	93%
Not Stated	187	207	90%
Total	5,384	5,779	93%
by Culturally and Linguistically Diverse status			
CALD	546	576	95%
Not CALD	4,719	5,080	93%
Not Stated	119	123	97%
Total	5,384	5,779	93%
by Remoteness			
Major Cities	5,176	5,551	93%
Regional	197	217	91%
Remote	1	1	100%
Missing	10	10	100%
Total	5,384	5,779	93%
by Primary Disability type			
Autism	1,394	1,517	92%
Intellectual Disability (including Down Syndrome)	1,213	1,290	94%
Psychosocial Disability	720	765	94%
Developmental Delay (including Global Developmental Delay)	323	340	95%
Other	1,734	1,867	93%
Total	5,384	5,779	93%

Table L.38 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19–ACT^{291,292}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	41%	66%	42%
50% to 75%	21%	18%	21%
> 75%	38%	16%	38%
Total	100%	100%	100%

Table L.39 Proportion of active participants with approved plans accessing mainstream supports – ACT

	Prior Quarters	2018-19 Q3	Total
Daily Activities	6%	8%	7%
Health & Wellbeing	46%	49%	47%
Lifelong Learning	19%	18%	19%
Other	15%	15%	15%
Non-categorised	25%	26%	25%
Any mainstream service	88%	90%	89%

²⁹¹ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

²⁹² This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table L.40 Key provider indicators by quarter – ACT²⁹³

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	367	20	387
<i>Company/ organisation</i>	1,133	72	1,202
<i>Total</i>	1,500	92	1,589
b) Registration revoked	3		

²⁹³ The total number of providers as at 31 March 2019 (1,589) is not the sum of the number of providers as at 31 December 2018 (1,500) and the providers registered in the third quarter of 2018-19 (92). This is due to 3 providers whose registration ended during the third quarter of 2018-19.

Table L.41 Number of approved providers by registration group - ACT²⁹⁴

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	52	7	59	13%
Assistance Animals	4	0	4	0%
Assistance with daily life tasks in a group or shared living arrangement	74	9	83	12%
Assistance with travel/transport arrangements	232	21	253	9%
Daily Personal Activities	95	9	104	9%
Group and Centre Based Activities	75	5	80	7%
High Intensity Daily Personal Activities	80	7	87	9%
Household tasks	307	26	333	8%
Interpreting and translation	72	5	77	7%
Participation in community, social and civic activities	111	10	121	9%
Assistive Technology				
Assistive equipment for recreation	250	24	274	10%
Assistive products for household tasks	220	18	238	8%
Assistance products for personal care and safety	457	41	498	9%
Communication and information equipment	183	14	197	8%
Customised Prosthetics	105	12	117	11%
Hearing Equipment	69	2	71	3%
Hearing Services	9	0	9	0%
Personal Mobility Equipment	328	28	356	9%
Specialised Hearing Services	15	-1	14	-7%
Vision Equipment	71	9	80	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	111	11	122	10%
Behaviour Support	84	4	88	5%
Community nursing care for high needs	118	12	130	10%
Development of daily living and life skills	108	9	117	8%
Early Intervention supports for early childhood	132	9	141	7%
Exercise Physiology and Physical Wellbeing activities	151	13	164	9%
Innovative Community Participation	187	28	215	15%
Specialised Driving Training	57	8	65	14%
Therapeutic Supports	297	13	310	4%
Capital services				
Home modification design and construction	181	16	197	9%
Specialised Disability Accommodation	77	13	90	17%
Vehicle Modifications	51	9	60	18%
Choice and control support services				
Management of funding for supports in participants plan	48	6	54	13%
Support Coordination	72	8	80	11%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	57	5	62	9%
Specialised Supported Employment	19	1	20	5%
Total approved providers	1,497	92	1,589	6%

²⁹⁴ The 3 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table L.42 Key markets indicators by quarter – ACT

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	1.08	1.05
b) Number of providers delivering new supports	122	122
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	23%	23%
<i>Not yet active (%)</i>	66%	67%
<i>Inactive (%)</i>	11%	11%
d) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	81%	81%
<i>Therapeutic Supports (%)</i>	91%	92%
<i>Participate Community (%)</i>	88%	90%
<i>Early Childhood Supports (%)</i>	85%	80%
<i>Assist Personal Activities (%)</i>	86%	92%

Table L.43 Cumulative number of providers that have been active by registration group – ACT

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	7	0	7	0%
Assistance Animals	1	0	1	0%
Assistance with daily life tasks in a group or shared living arrangement	42	1	43	2%
Assistance with travel/transport arrangements	43	2	45	5%
Daily Personal Activities	70	3	73	4%
Group and Centre Based Activities	39	0	39	0%
High Intensity Daily Personal Activities	50	0	50	0%
Household tasks	109	6	115	6%
Interpreting and translation	7	0	7	0%
Participation in community, social and civic activities	76	2	78	3%
Assistive Technology				
Assistive equipment for recreation	13	1	14	8%
Assistive products for household tasks	9	1	10	11%
Assistance products for personal care and safety	93	7	100	8%
Communication and information equipment	19	0	19	0%
Customised Prosthetics	32	2	34	6%
Hearing Equipment	16	0	16	0%
Hearing Services	5	0	5	0%
Personal Mobility Equipment	49	3	52	6%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	9	0	9	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	81	2	83	2%
Behaviour Support	39	1	40	3%
Community nursing care for high needs	7	0	7	0%
Development of daily living and life skills	62	6	68	10%
Early Intervention supports for early childhood	65	6	71	9%
Exercise Physiology and Physical Wellbeing activities	40	1	41	3%
Innovative Community Participation	14	1	15	7%
Specialised Driving Training	3	1	4	33%
Therapeutic Supports	199	11	210	6%
Capital services				
Home modification design and construction	16	2	18	13%
Specialised Disability Accommodation	0	1	1	-
Vehicle Modifications	6	0	6	0%
Choice and control support services				
Management of funding for supports in participants plan	33	0	33	0%
Support Coordination	22	2	24	9%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	23	2	25	9%
Specialised Supported Employment	7	0	7	0%
Total approved active providers	503	29	532	6%

Table L.44 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	3	56	59	1	6	7
Assistance Animals	0	4	4	0	1	1
Assistance with daily life tasks in a group or shared living arrangement	5	78	83	3	40	43
Assistance with travel/transport arrangements	42	211	253	2	43	45
Daily Personal Activities	9	95	104	6	67	73
Group and Centre Based Activities	6	74	80	2	37	39
High Intensity Daily Personal Activities	4	83	87	3	47	50
Household tasks	72	261	333	24	91	115
Interpreting and translation	15	62	77	0	7	7
Participation in community, social and civic activities	12	109	121	11	67	78
Assistive Technology						
Assistive equipment for recreation	49	225	274	3	11	14
Assistive products for household tasks	35	203	238	1	9	10
Assistance products for personal care and safety	55	443	498	7	93	100
Communication and information equipment	37	160	197	1	18	19
Customised Prosthetics	18	99	117	4	30	34
Hearing Equipment	10	61	71	1	15	16
Hearing Services	0	9	9	0	5	5
Personal Mobility Equipment	51	305	356	10	42	52
Specialised Hearing Services	2	12	14	0	5	5
Vision Equipment	13	67	80	1	8	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	17	105	122	15	68	83
Behaviour Support	29	59	88	12	28	40
Community nursing care for high needs	16	114	130	0	7	7
Development of daily living and life skills	9	108	117	5	63	68
Early Intervention supports for early childhood	69	72	141	31	40	71
Exercise Physiology and Physical Wellbeing activities	40	124	164	11	30	41
Innovative Community Participation	60	155	215	7	8	15
Specialised Driving Training	3	62	65	0	4	4
Therapeutic Supports	135	175	310	87	123	210
Capital services						
Home modification design and construction	35	162	197	3	15	18
Specialised Disability Accommodation	7	83	90	0	1	1
Vehicle Modifications	6	54	60	0	6	6
Choice and control support services						
Management of funding for supports in participants plan	4	50	54	3	30	33

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	16	64	80	7	17	24
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5	57	62	0	25	25
Specialised Supported Employment	0	20	20	0	7	7
Total	387	1,202	1,589	147	385	532

Table L.45 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – ACT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	5%	95%	59	14%	86%	7
Assistance Animals	0%	100%	4	0%	100%	1
Assistance with daily life tasks in a group or shared living arrangement	6%	94%	83	7%	93%	43
Assistance with travel/transport arrangements	17%	83%	253	4%	96%	45
Daily Personal Activities	9%	91%	104	8%	92%	73
Group and Centre Based Activities	8%	93%	80	5%	95%	39
High Intensity Daily Personal Activities	5%	95%	87	6%	94%	50
Household tasks	22%	78%	333	21%	79%	115
Interpreting and translation	19%	81%	77	0%	100%	7
Participation in community, social and civic activities	10%	90%	121	14%	86%	78
Assistive Technology						
Assistive equipment for recreation	18%	82%	274	21%	79%	14
Assistive products for household tasks	15%	85%	238	10%	90%	10
Assistance products for personal care and safety	11%	89%	498	7%	93%	100
Communication and information equipment	19%	81%	197	5%	95%	19
Customised Prosthetics	15%	85%	117	12%	88%	34
Hearing Equipment	14%	86%	71	6%	94%	16
Hearing Services	0%	100%	9	0%	100%	5
Personal Mobility Equipment	14%	86%	356	19%	81%	52
Specialised Hearing Services	14%	86%	14	0%	100%	5
Vision Equipment	16%	84%	80	11%	89%	9
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	14%	86%	122	18%	82%	83
Behaviour Support	33%	67%	88	30%	70%	40
Community nursing care for high needs	12%	88%	130	0%	100%	7
Development of daily living and life skills	8%	92%	117	7%	93%	68
Early Intervention supports for early childhood	49%	51%	141	44%	56%	71

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Exercise Physiology and Physical Wellbeing activities	24%	76%	164	27%	73%	41
Innovative Community Participation	28%	72%	215	47%	53%	15
Specialised Driving Training	5%	95%	65	0%	100%	4
Therapeutic Supports	44%	56%	310	41%	59%	210
Capital services						
Home modification design and construction	18%	82%	197	17%	83%	18
Specialised Disability Accommodation	8%	92%	90	0%	100%	1
Vehicle Modifications	10%	90%	60	0%	100%	6
Choice and control support services						
Management of funding for supports in participants plan	7%	93%	54	9%	91%	33
Support Coordination	20%	80%	80	29%	71%	24
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	8%	92%	62	0%	100%	25
Specialised Supported Employment	0%	100%	20	0%	100%	7
Total	24%	76%	1,589	28%	72%	532

Part Five: Financial sustainability

Table L.46 Committed supports by financial year (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ²⁹⁵	Total
Total Committed		26.6	138.6	282.2	320.5	280.1	1,048.0

²⁹⁵ Note: the \$280 million in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure L.2 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (ACT)

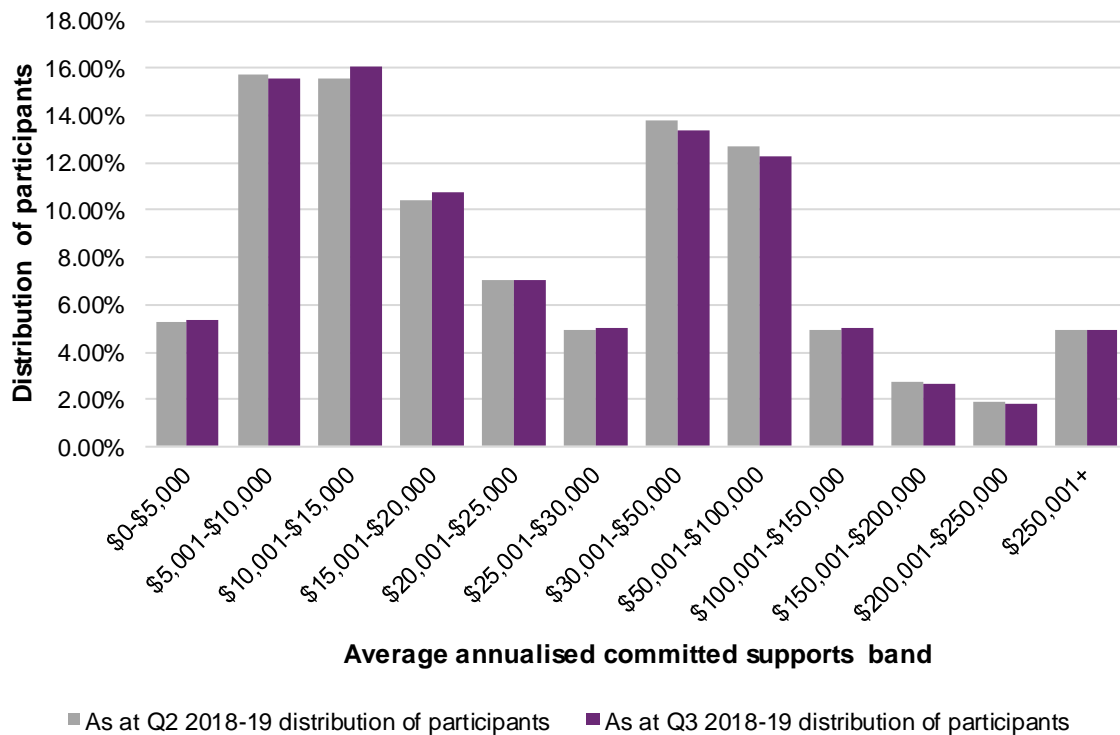


Figure L.3 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (ACT)

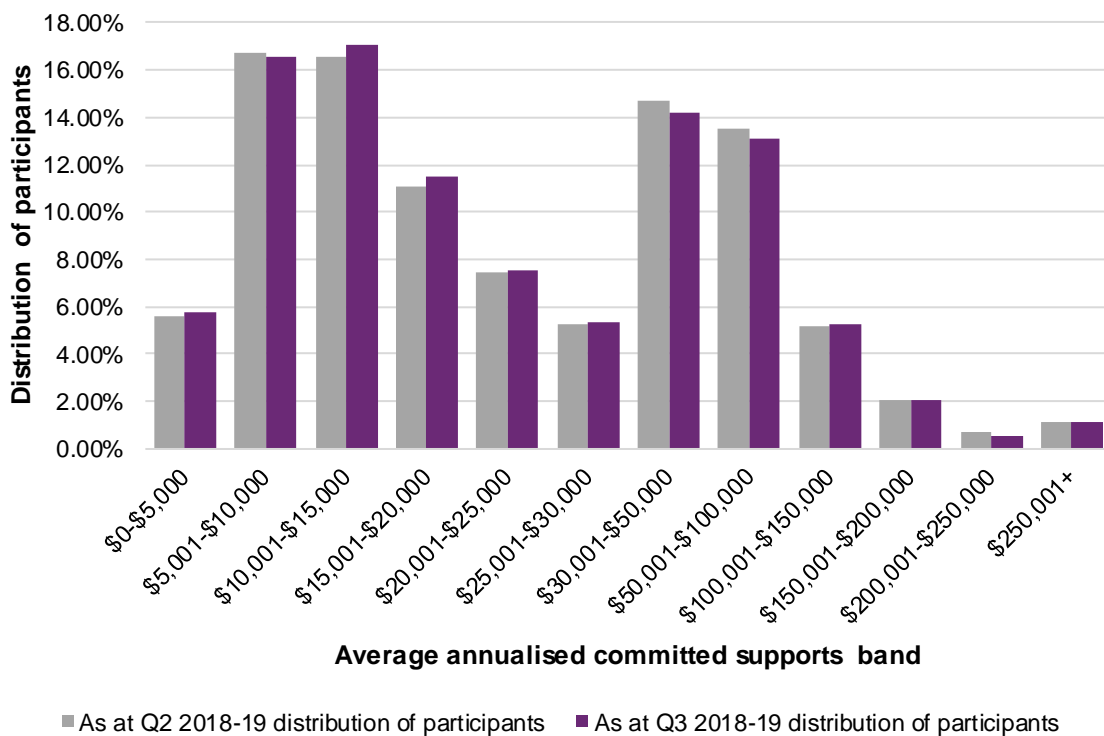
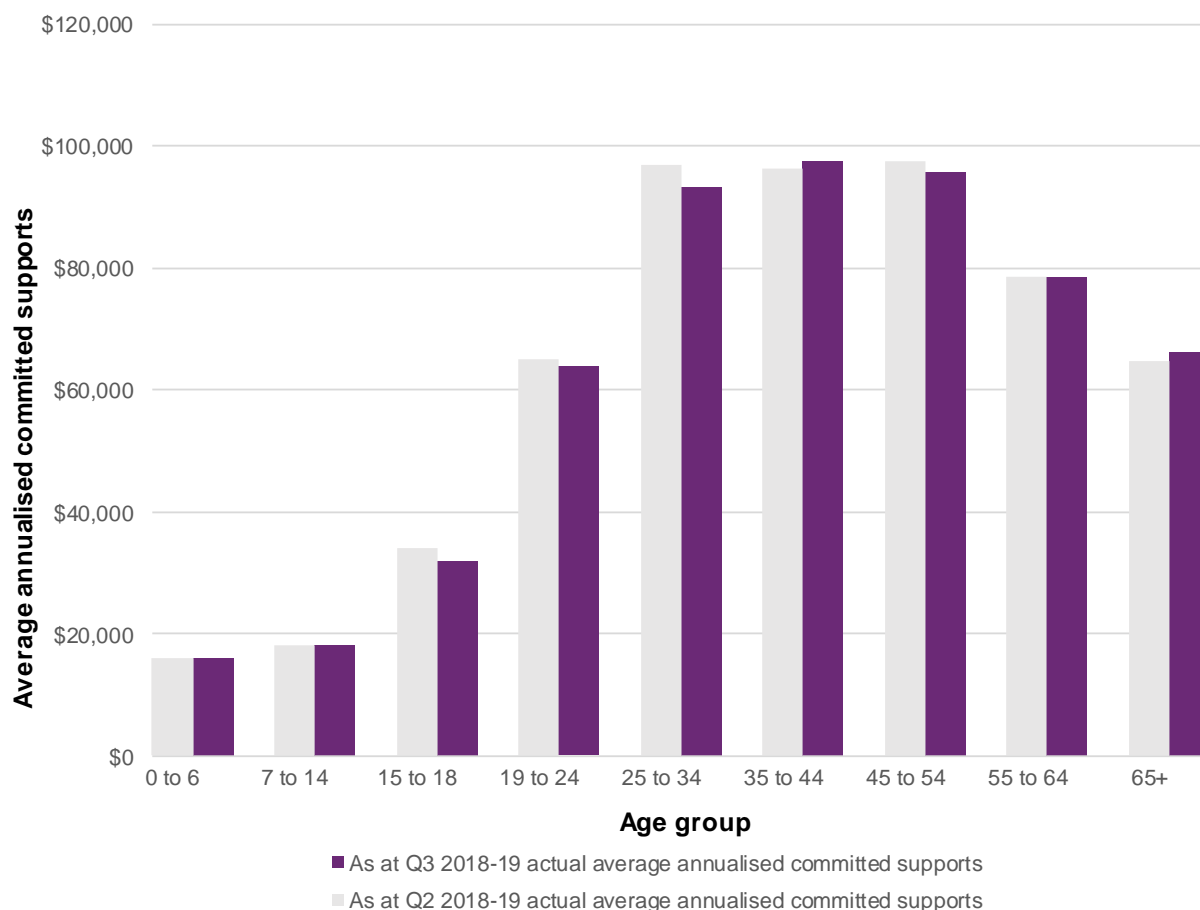
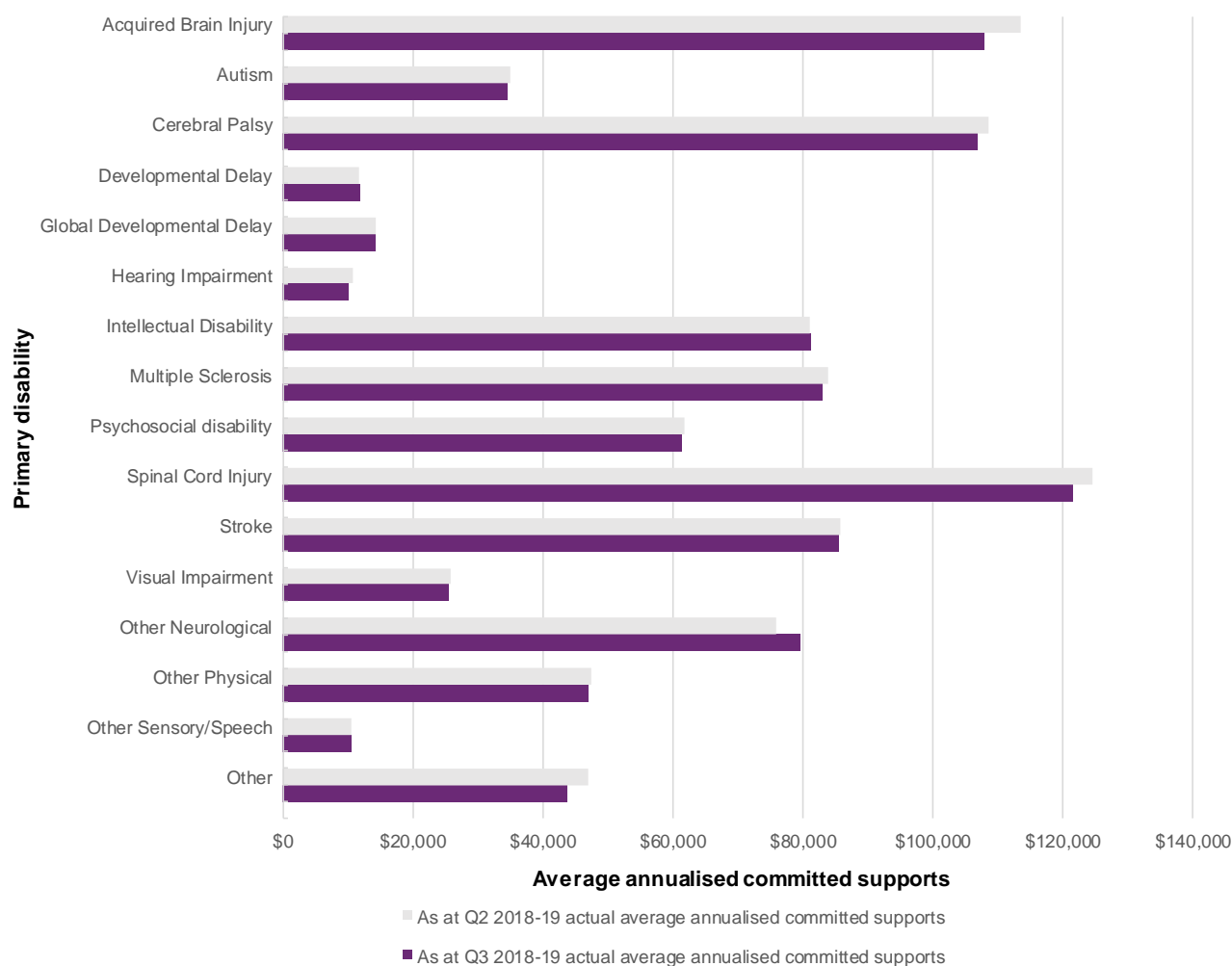


Figure L.4 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (ACT) ²⁹⁶



²⁹⁶ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure L.5 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (ACT) ²⁹⁷



²⁹⁷ Ibid.

Figure L.6 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (ACT) ^{298,299,300}

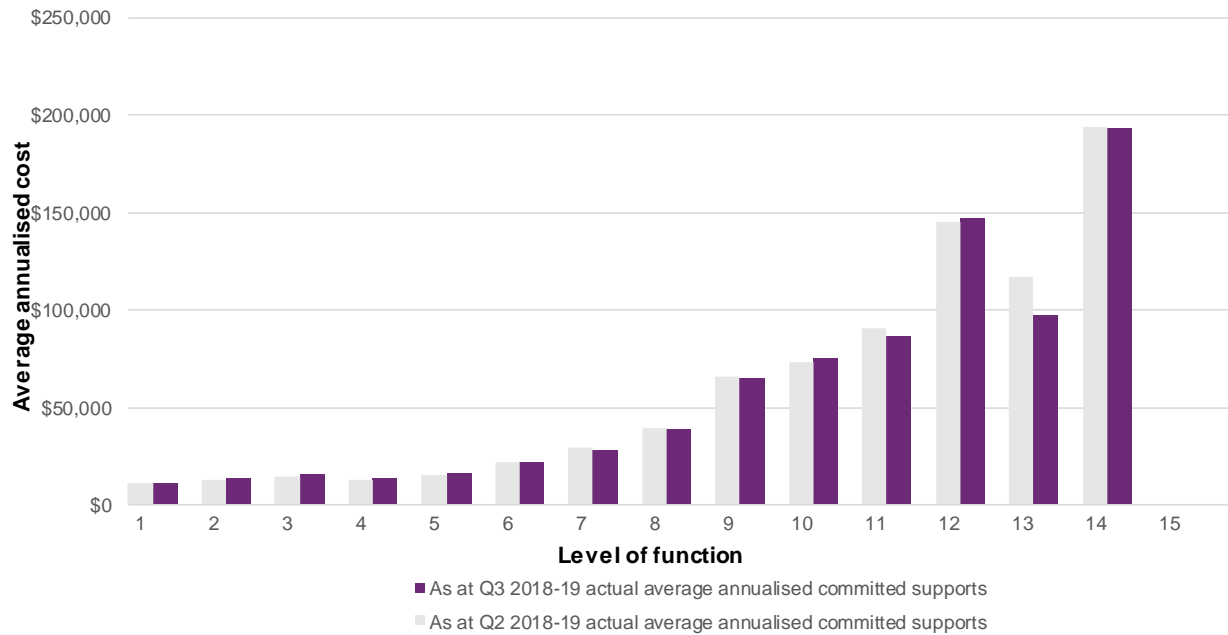


Table L.47 Payments by financial year, compared to committed supports (\$m) – ACT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	-	26.6	138.6	282.2	320.5	280.1	1,048.0
Total Paid	-	21.3	116.3	192.4	230.6	188.9	749.6
% utilised to date	-	80%	84%	68%	72%	67%	71% ³⁰¹

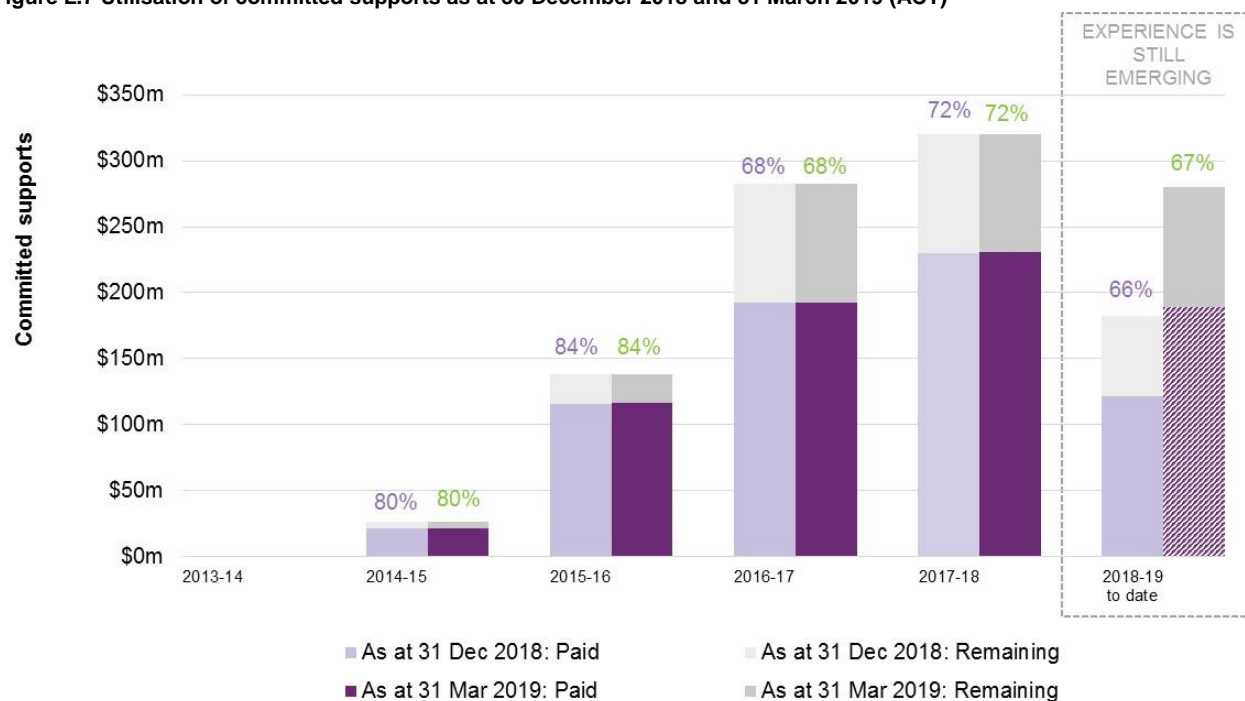
²⁹⁸ Ibid.

²⁹⁹ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

³⁰⁰ Average annualised committed supports are not shown where there is insufficient data in the group. Level of function 15 does not have sufficient data to show an average cost.

³⁰¹ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure L.7 Utilisation of committed supports as at 30 December 2018 and 31 March 2019 (ACT)



Appendix M:

Northern Territory

Part One: Participants and their plans

Table M.1 Plan approvals compared to estimates – NT

	Prior Quarters	2018-19 Q3	Total excluding ECEI	Total including ECEI	Bilateral estimates
NT	1,575	337	1,912	2,291	4,160

Table M.2 Quarterly intake split by plan and entry type since 1 July 2013 – NT³⁰²

	Prior Quarters	2018-19 Q3	Total
Access decisions	2,230	421	2,651
Access Met	1,931	321	2,252
State	1,261	143	1,404
Commonwealth	176	52	228
New	494	126	620
Total Participant Plans	2,167	716	2,291
State	1,052	179	1,231
Commonwealth	132	40	172
New	391	118	509
ECEI	592	379	379
Total Participant Plans	2,167	716	2,291
Early Intervention (s25)	195	76	271
Permanent Disability (s24)	1,380	261	1,641
ECEI	592	379	379

Table M.3 Exits from the Scheme since 1 July 2013 as at 31 March 2019 – NT

Exits	
Total participant exits	48
Early Intervention participants	7
Permanent disability participants	41

³⁰² The Joint Standing Committee on the NDIS, in its final report on Hearing Services, recommended that the NDIA better understand the eligibility rate for people with a hearing impairment. Of the number of access decisions in 2018-19 Q3, 68% of people with a hearing impairment met the access criteria compared to 76% overall.

Table M.4 Cumulative position by services previously received – NT³⁰³

	Participant cohort					Bilateral estimate	% of estimate
	State	Commonwealth	New	ECEI	Total		
Trial	78	3	74		155	149	104%
End of 2016-17	265	6	117	0	388	546	71%
End of 2017-18	563	42	238	0	843	1,623	52%
End of 2018-19 Q1	726	62	272	506	1,566	2,504	63%
End of 2018-19 Q2	1,052	132	391	592	2,167	3,386	64%
End of 2018-19 Q3	1,231	172	509	379	2,291	4,160	55%

Table M.5 Cumulative position by entry into the Scheme – NT

	Participant cohort				Bilateral estimate	% of estimate
	Early Intervention	Permanent Disability	ECEI	Total		
Trial	37	118		155	149	104%
End of 2016-17	68	320	0	388	546	71%
End of 2017-18	120	723	0	843	1,623	52%
End of 2018-19 Q1	129	931	506	1,566	2,504	63%
End of 2018-19 Q2	195	1,380	592	2,167	3,386	64%
End of 2018-19 Q3	271	1,641	379	2,291	4,160	55%

Note: in the below tables the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table M.6 Participant profile per quarter by Aboriginal and Torres Strait islander status – NT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
Aboriginal and Torres Strait Islander	841	55.1%	148	43.9%	989	53.1%
Not Aboriginal and Torres Strait Islander	652	42.7%	179	53.1%	831	44.6%
Not Stated	34	2.2%	10	3.0%	44	2.4%
Total	1,527	100%	337	100%	1,864	100%

Table M.7 Participant profile per quarter by culturally and linguistically diverse (CALD) status – NT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
CALD	447	29.3%	75	22.3%	522	28.0%
Not CALD	1,079	70.7%	262	77.7%	1,341	71.9%
Not Stated	1	0.1%	0	0.0%	1	0.1%
Total	1,527	100%	337	100%	1,864	100%

Table M.8 Participant profile per quarter by Young people in Residential aged care (YPIRAC) status – NT

	Prior Quarters		2018-19 Q3		Total	
Participant profile	N	%	N	%	N	%
YPIRAC	23	1.5%	8	2.4%	31	1.7%
Not YPIRAC	1,504	98.5%	329	97.6%	1,833	98.3%
Total	1,527	100%	337	100%	1,864	100%

³⁰³ Updated lists of clients are provided by State/Territory and Commonwealth governments each quarter. This results in some participants being retrospectively reclassified as State, Commonwealth or New.

Table M.9 Participant profile per quarter by remoteness – NT^{304,305}

Participant profile	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Major Cities	19	1.3%	2	0.6%	21	1.1%
Population > 50,000	687	45.2%	224	66.9%	911	49.1%
Population between 15,000 and 50,000	4	0.3%	0	0.0%	4	0.2%
Population between 5,000 and 15,000	1	0.1%	0	0.0%	1	0.1%
Population less than 5,000	16	1.1%	10	3.0%	26	1.4%
Remote	317	20.9%	54	16.1%	371	20.0%
Very Remote	476	31.3%	45	13.4%	521	28.1%
Missing	7		2		9	
Total	1,527	100%	337	100%	1,864	100%

Table M.10 Participant profile per quarter by disability group - NT^{306,307}

Disability	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Autism	276	18%	92	27%	368	20%
Intellectual Disability ³⁰⁸	417	27%	71	21%	488	26%
Psychosocial disability	93	6%	23	7%	116	6%
Cerebral Palsy	142	9%	19	6%	161	9%
Other Neurological	104	7%	13	4%	117	6%
Developmental Delay	28	2%	40	12%	68	4%
Other Physical	93	6%	9	3%	102	5%
Hearing Impairment	66	4%	15	4%	81	4%
ABI	138	9%	12	4%	150	8%
Visual Impairment	28	2%	9	3%	37	2%
Multiple Sclerosis	12	1%	0	0%	12	1%
Global Developmental Delay	18	1%	13	4%	31	2%
Stroke	48	3%	11	3%	59	3%
Spinal Cord Injury	47	3%	6	2%	53	3%
Other Sensory/Speech	13	1%	4	1%	17	1%
Other	4	0%	0	0%	4	0%
Total	1,527	100%	337	100%	1,864	100%

³⁰⁴ This table is based on the Modified Monash Model measure of remoteness.

³⁰⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁰⁶ Table order based on national proportions (highest to lowest)

³⁰⁷ Note: Since 2017-18 Q1, the disability groups Developmental Delay and Global Developmental Delay have been reported separately to the Intellectual Disability group.

³⁰⁸ Down Syndrome is included in Intellectual Disability, representing 5% of all Scheme participants in NT (86).

Table M.11 Participant profile per quarter by level of function – NT³⁰⁹

Level of Function	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
1 (High Function)	91	6%	23	7%	114	6%
2 (High Function)	0	0%	0	0%	0	0%
3 (High Function)	83	5%	22	7%	105	6%
4 (High Function)	62	4%	19	6%	81	4%
5 (High Function)	107	7%	20	6%	127	7%
6 (Moderate Function)	201	13%	58	17%	259	14%
7 (Moderate Function)	89	6%	23	7%	112	6%
8 (Moderate Function)	109	7%	14	4%	123	7%
9 (Moderate Function)	8	1%	0	0%	8	0%
10 (Moderate Function)	220	14%	31	9%	251	13%
11 (Low Function)	55	4%	11	3%	66	4%
12 (Low Function)	297	19%	24	7%	321	17%
13 (Low Function)	107	7%	80	24%	187	10%
14 (Low Function)	95	6%	12	4%	107	6%
15 (Low Function)	2	0%	0	0%	2	0%
Missing	1		0		1	
Total	1,527	100%	337	100%	1,864	100%

Table M.12 Participant profile per quarter by Age group – NT

Age Group	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
0 to 6	135	9%	123	36%	258	14%
7 to 14	317	21%	81	24%	398	21%
15 to 18	116	8%	21	6%	137	7%
19 to 24	136	9%	15	4%	151	8%
25 to 34	202	13%	19	6%	221	12%
35 to 44	194	13%	30	9%	224	12%
45 to 54	231	15%	17	5%	248	13%
55 to 64	176	12%	28	8%	204	11%
65+	20	1%	3	1%	23	1%
Total	1,527	100%	337	100%	1,864	100%

Table M.13 Participant profile per quarter by Gender – NT

Gender	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Male	956	63%	231	69%	1,187	64%
Female	564	37%	103	31%	667	36%
Indeterminate	7	0%	3	1%	10	1%
Total	1,527	100%	337	100%	1,864	100%

³⁰⁹ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

Part Two: Participant experience and outcomes

Table M.14 Number of questionnaires completed by SFOF version – NT³¹⁰

Version	Number of questionnaires collected 2016-17	Number of questionnaires collected 2017-18	Number of questionnaires collected YTD 2018-19	Number of questionnaires
Participant 0 to school	17	38	119	174
Participant school to 14	27	75	373	475
Participant 15 to 24	24	68	162	254
Participant 25 and over	154	251	410	815
Total Participant	222	432	1,064	1,718
Family 0 to 14	41	100	474	615
Family 15 to 24	3	35	117	155
Family 25 and over	16	55	204	275
Total Family	60	190	795	1,045
Total	282	622	1,859	2,763

Table M.15 Selected key indicators for participants – Daily Living (DL) and Choice and Control (CC) – NT

Indicator	0 to before school	School to 14	15 to 24	25 and over
DL % with concerns in 6 or more of the areas: gross motor skills, fine motor skills, self-care, eating, social interaction, communication, cognitive development, sensory processing	67%			
CC % who say their child is able to tell them what he/she wants	60%			
DL % developing functional, learning and coping skills appropriate to their ability and circumstances		26%		
DL % who say their child is becoming more independent		31%		
CC % of children who have a genuine say in decisions about themselves		66%		
CC % who are happy with the level of independence/control they have now			26%	
CC % who choose who supports them			25%	38%
CC % who choose what they do each day			32%	48%
CC % who had been given the opportunity to participate in a self-advocacy group meeting			18%	18%
CC % who want more choice and control in their life			86%	83%

³¹⁰ Baseline outcomes for participants and/or their families and carers were collected for 99% of participants.
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Table M.16 Selected key indicators for participants – Relationships (REL) and Social/Community Participation (S/CP) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
REL	% of children who can make friends with people outside the family	53%	63%		
S/CP	% of children who participate in age appropriate community, cultural or religious activities	66%			
REL	% of children who spend time after school and on weekends with friends and/or in mainstream programs		33%		
REL	Of these, % who are welcomed or actively included	60%	76%		
REL	% of children who spend time with friends without an adult present		17%		
REL	% with no friends other than family or paid staff			28%	30%
S/CP	% who have been actively involved in a community, cultural or religious group in the last 12 months			45%	43%

Table M.17 Selected key indicators for participants – Lifelong Learning (LL), Work (WK), Home (HM) and Health and Wellbeing (HW) – NT

	Indicator	0 to before school	School to 14	15 to 24	25 and over
LL	% of children attending school in a mainstream class		45%		
HM	% who are happy with their home			77%	61%
HM	% who feel safe or very safe in their home			82%	65%
HW	% who rate their health as good, very good or excellent			71%	42%
HW	% who did not have any difficulties accessing health services			65%	49%
LL	% who currently attend or previously attended school in a mainstream class			20%	
LL	% who participate in education, training or skill development				5%
LL	Of those who participate, % who do so in mainstream settings				65%
LL	% unable to do a course or training they wanted to do in the last 12 months				29%
WK	% who have a paid job			13%	17%
WK	% who volunteer			12%	9%

Table M.18 Selected key indicators for families/carers of participants – NT

Indicator	0 to 14	15 to 24	25 and over
% receiving Carer Payment	13%	18%	16%
% receiving Carer Allowance	35%	23%	20%
% working in a paid job	46%	58%	41%
Of those in a paid job, % in permanent employment	82%	82%	82%
Of those in a paid job, % working 15 hours or more	89%	96%	85%
% who say they (and their partner) are able to work as much as they want	51%	58%	50%
Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more	86%	93%	77%
Of those unable to work as much as they want, % who say insufficient flexibility of jobs is a barrier to working more	34%	42%	35%
% able to advocate for their child/family member	63%	64%	47%
% who have friends and family they see as often as they like	48%	47%	50%
% who feel very confident or somewhat confident in supporting their child's development	81%		
% who know what their family can do to enable their family member with disability to become as independent as possible		36%	
% who feel in control selecting services		38%	26%
% who have made plans (or begun to make plans) for when they are no longer able to care for their family member with disability			27%
% who rate their health as good, very good or excellent	89%	81%	66%

Table M.19 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant 0 to school’ (n=17) – NT³¹¹

	Question	% Yes
DL	Has the NDIS improved your child's development?	Numbers are too small
DL	Has the NDIS improved your child's access to specialist services?	Numbers are too small
CC	Has the NDIS helped increase your child's ability to communicate what they want?	Numbers are too small
REL	Has the NDIS improved how your child fits into family life?	Numbers are too small
S/CP	Has the NDIS improved how your child fits into community life?	Numbers are too small

³¹¹ Results in Tables M.19 to M.22 exclude participants who had their first plan approved between 1 July 2016 and 31 March 2017.

Table M.20 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Participant school to 14’ (n=53) – NT

	Question	% Yes
DL	Has the NDIS helped your child to become more independent?	32%
LL	Has the NDIS improved your child's access to education?	20%
REL	Has the NDIS improved your child's relationships with family and friends?	27%
S/CP	Has the NDIS improved your child's social and recreational life?	20%

Table M.21 Results for “Has the NDIS helped?” questions answered at review, for SFOF versions ‘Participant 15 to 24’ (n=45) and ‘Participant 25 and over’ (n=189) – NT

	Question	15 to 24 % Yes	25+ % Yes
CC	Has the NDIS helped you have more choices and more control over your life?	45%	46%
DL	Has the NDIS helped you with daily living activities?	48%	55%
REL	Has the NDIS helped you to meet more people?	38%	37%
HM	Has your involvement with the NDIS helped you to choose a home that's right for you?	32%	30%
HW	Has your involvement with the NDIS improved your health and wellbeing?	37%	42%
LL	Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?	18%	18%
WK	Has your involvement with the NDIS helped you find a job that's right for you?	16%	6%
S/CP	Has the NDIS helped you be more involved?	36%	41%

Table M.22 Results for “Has the NDIS helped?” questions answered at review, for SFOF version ‘Family 0 to 14’ (n=60); and for SFOF versions ‘Family 15 to 24’ and ‘Family 25 and over’ combined (n=36) – NT

Question	0 to 14 % Yes	15+ % Yes
Has the NDIS improved your capacity to advocate (stand up) for your child? / Has the NDIS helped you to know your rights and advocate effectively?	43%	33%
Has the NDIS improved the level of support for your family?	41%	36%
Has the NDIS improved your access to services, programs and activities in the community? / Has the NDIS helped you to access services, programs and activities in the community?	44%	35%
Has the NDIS improved your ability/capacity to help your child develop and learn?	48%	
Has the NDIS improved your health and wellbeing?	33%	27%

There is insufficient data to show results for “Has the NDIS helped?” questions answered at end of participant’s first and year years in the Scheme, or progress against the NDIA’s corporate plan metrics for ‘participants in work’ and ‘participants in community and social activities’.

There is insufficient data to present information on participant satisfaction in NT.

Table M.23 Plan reviews conducted per quarter – excluding plans less than 30 days – NT³¹²

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total plan reviews	1,678	365	2,043
<i>Early intervention plans</i>	190	42	232
<i>Permanent disability plans</i>	1,488	323	1,811

Table M.24 Scheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total scheduled plan reviews	881	178	1,059
<i>Trial participants</i>	342	27	369
<i>Transition participants</i>	539	151	690

Table M.25 Unscheduled plan reviews conducted by quarter – excluding plans less than 30 days – NT

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
Total unscheduled plan reviews	797	187	984
<i>Trial participants</i>	95	4	99
<i>Transition participants</i>	702	183	885

Table M.26 Estimated rate of unscheduled plan reviews – excluding plans less than 30 days – NT³¹³

	Prior Quarters (Transition only)	2018-19 Q3	Transition Total
% unscheduled reviews	55.9%	42.9%	52.8%

Table M.27 AAT cases by category – NT

Category	Prior Quarters		2018-19 Q3		Total	
	N	%	N	%	N	%
Access	1	25%	0	0%	1	20%
Plan	3	75%	0	0%	3	60%
Plan Review	0	0%	1	100%	1	20%
Other	0	0%	0	0%	0	0%
Total	4	100%	1	100%	5	100%
% of all access decisions³¹⁴	0.17%		0.16%		0.17%	

³¹² Plans less than 30 days in duration have been excluded from this tabulation, as these reviews are more likely to represent corrections to the plan rather than a new plan review to address a change in circumstance.

³¹³ This is calculated as the number of unscheduled reviews divided by the total number of participants. The number of participants used in the calculation considers the length of time the participants have been in the Scheme.

³¹⁴ This is calculated as the number of appeals divided by the number of access decisions made. The number of access decisions used in the calculation considers the length of time since the access decisions have been made.

Table M.28 AAT cases by open/closed and decision – NT

	N
AAT Cases	5
Open AAT Cases	2
Closed AAT Cases	3
<i>Resolved before hearing</i>	1
<i>Gone to hearing and received a substantive decision</i>	2*

*Of the 2 cases which went to hearing and received a substantive decision: 1 varied the Agency's decision and 1 affirmed the Agency's decision.

Table M.29 Distribution of active participants by method of Financial Plan Management and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q3	Total
Self-managed fully	10%	13%	11%
Self-managed partly	5%	6%	5%
Plan managed	21%	24%	22%
Agency managed	64%	57%	61%
Total	100%	100%	100%

Table M.30 Distribution of active participants by support coordination and quarter of plan approval – NT

	Prior Quarters (Transition only)	2018-19 Q3	Total
Support coordination	76%	71%	74%

Table M.31 Duration to plan activation by quarter of initial plan approval for active participants – NT^{315,316}

	Prior Quarters (Transition Only)		2018-19 Q1	
Plan activation	N	%	N	%
Less than 30 days	408	61%	150	69%
30 to 59 days	84	13%	25	12%
60 to 89 days	45	7%	12	6%
Activated within 90 days	537	81%	187	86%
90 to 119 days	52	8%	5	2%
120 days and over	57	9%	12	6%
Activated between 90 and 180 days	109	16%	17	8%
No payments	18	3%	13	6%
Total plans approved	664	100%	217	100%

³¹⁵ Note: Plans approved after the end of 2018-19 Q1 have been excluded from the table. They are relatively new and it is too early to examine their durations to activation.

³¹⁶ There has been a change in methodology used to calculate these results since the previous quarter. Duration to plan activation is now calculated as the time from a participant's initial plan approval to when the participant first uses plan supports (previously only the initial plan for each participant was considered). In-kind supports are now also included (previously excluded). As a result, a higher proportion of participants are identified as activating their plans within 90 days, and a lower proportion have no payments.

Table M.32 Proportion of active participants with plan activated within 12 months – NT

	Number of participants activated within 12 months	All participants with duration of at least 12 months	Proportion activated
by Aboriginal and Torres Strait Islander status			
Aboriginal and Torres Strait Islander	478	536	89%
Not Aboriginal and Torres Strait Islander	136	140	97%
Not Stated	11	11	100%
Total	625	687	91%
by Culturally and Linguistically Diverse status			
CALD	223	261	85%
Not CALD	402	426	94%
Not Stated	0	0	
Total	625	687	91%
by Remoteness			
Major Cities	8	9	89%
Regional	136	140	97%
Remote	477	532	90%
Missing	4	6	67%
Total	625	687	91%
by Primary Disability type			
Autism	69	73	95%
Intellectual Disability (including Down Syndrome)	182	205	89%
Psychosocial Disability	33	39	85%
Developmental Delay (including Global Developmental Delay)	16	19	84%
Other	325	351	93%
Total	625	687	91%

Table M.33 Distribution of plans by plan utilisation and quarter of plan approval for 2016-17, 2017-18 and quarter 1 of 2018-19–NT^{317,318}

Plan utilisation	Prior Quarters (Transition only)	2018-19 Q1	Total
0% to 50%	54%	75%	57%
50% to 75%	20%	14%	20%
> 75%	25%	11%	24%
Total	100%	100%	100%

Table M.34 Proportion of active participants with approved plans accessing mainstream supports – NT

	Prior Quarters	2018-19 Q3	Total
Daily Activities	12%	15%	13%
Health & Wellbeing	48%	39%	44%
Lifelong Learning	8%	7%	8%
Other	17%	15%	16%
Non-categorised	22%	33%	26%
Any mainstream service	94%	96%	95%

³¹⁷ Plans less than 30 days in duration have been excluded from this tabulation, as these plans are more likely to represent corrections to the plan rather than an unscheduled plan review to address a change in circumstance.

³¹⁸ This table only considers committed supports and payments for supports provided to 31 December 2018. This gives some allowance for the timing delay between when the support is provided and when it is paid.

Part Three: Providers and the growing market

Table M.35 Key provider indicators by quarter – NT³¹⁹

	Prior Quarters	2018-19 Q3	Total
Provider indicators			
a) Registrations by profile			
<i>Individual/ sole trader</i>	136	23	159
<i>Company/ organisation</i>	571	57	624
<i>Total</i>	707	80	783
b) Registration revoked	4		

³¹⁹ The total number of providers as at 31 March 2019 (783) is not the sum of the number of providers as at 31 December 2018 (707) and the providers registered in the third quarter of 2018-19 (80). This is due to 4 providers whose registration ended during the third quarter of 2018-19.

Table M.36 Number of approved providers by registration group – NT³²⁰

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	111	23	134	21%
Assistance Animals	2	0	2	0%
Assistance with daily life tasks in a group or shared living arrangement	41	3	44	7%
Assistance with travel/transport arrangements	80	7	87	9%
Daily Personal Activities	51	6	57	12%
Group and Centre Based Activities	44	8	52	18%
High Intensity Daily Personal Activities	38	5	43	13%
Household tasks	63	12	75	19%
Interpreting and translation	73	3	76	4%
Participation in community, social and civic activities	61	10	71	16%
Assistive Technology				
Assistive equipment for recreation	63	5	68	8%
Assistive products for household tasks	60	2	62	3%
Assistance products for personal care and safety	109	5	114	5%
Communication and information equipment	155	16	171	10%
Customised Prosthetics	29	3	32	10%
Hearing Equipment	51	5	56	10%
Hearing Services	3	1	4	33%
Personal Mobility Equipment	82	5	87	6%
Specialised Hearing Services	5	0	5	0%
Vision Equipment	62	8	70	13%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	71	11	82	15%
Behaviour Support	31	6	37	19%
Community nursing care for high needs	25	4	29	16%
Development of daily living and life skills	51	7	58	14%
Early Intervention supports for early childhood	41	9	50	22%
Exercise Physiology and Physical Wellbeing activities	36	2	38	6%
Innovative Community Participation	186	33	219	18%
Specialised Driving Training	24	6	30	25%
Therapeutic Supports	79	15	94	19%
Capital services				
Home modification design and construction	54	7	61	13%
Specialised Disability Accommodation	70	18	88	26%
Vehicle Modifications	57	9	66	16%
Choice and control support services				
Management of funding for supports in participants plan	32	6	38	19%
Support Coordination	54	11	65	20%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	20	1	21	5%
Specialised Supported Employment	7	1	8	14%
Total approved providers	703	80	783	11%

³²⁰ The 4 providers whose registration ended during the third quarter of 2018-19 are not included in the 2018-19 Q2 and prior numbers in this table.

Table M.37 Key markets indicators by quarter – NT

Market indicators	Prior Quarters	2018-19 Q3
a) Average number of providers per participant	2.09	1.82
b) Number of providers delivering new supports	76	77
c) Change in the number of active/inactive providers:		
<i>Active (%)</i>	15%	15%
<i>Not yet active (%)</i>	82%	82%
<i>Inactive (%)</i>	3%	3%
e) Share of payments - top 25%		
<i>Daily Tasks/Shared Living (%)</i>	90%	88%
<i>Therapeutic Supports (%)</i>	77%	71%
<i>Participate Community (%)</i>	78%	78%
<i>Early Childhood Supports (%)</i>	77%	67%
<i>Assist Personal Activities (%)</i>	69%	78%

Table M.38 Cumulative number of providers that have been active by registration group – NT

Registration Group	Prior Quarters	2018-19 Q3	Total	% Change
Assistance services				
Accommodation / Tenancy Assistance	3	1	4	33%
Assistance Animals	0	0	0	-
Assistance with daily life tasks in a group or shared living arrangement	24	3	27	13%
Assistance with travel/transport arrangements	20	5	25	25%
Daily Personal Activities	31	3	34	10%
Group and Centre Based Activities	20	2	22	10%
High Intensity Daily Personal Activities	19	3	22	16%
Household tasks	20	5	25	25%
Interpreting and translation	2	0	2	0%
Participation in community, social and civic activities	33	7	40	21%
Assistive Technology				
Assistive equipment for recreation	2	0	2	0%
Assistive products for household tasks	3	0	3	0%
Assistance products for personal care and safety	19	5	24	26%
Communication and information equipment	2	1	3	50%
Customised Prosthetics	5	0	5	0%
Hearing Equipment	0	0	0	-
Hearing Services	0	0	0	-
Personal Mobility Equipment	9	1	10	11%
Specialised Hearing Services	1	0	1	0%
Vision Equipment	2	0	2	0%
Capacity Building Services				
Assistance in coordinating or managing life stages, transitions and supports	40	3	43	8%
Behaviour Support	12	3	15	25%
Community nursing care for high needs	4	0	4	0%
Development of daily living and life skills	17	4	21	24%
Early Intervention supports for early childhood	13	3	16	23%
Exercise Physiology and Physical Wellbeing activities	3	0	3	0%
Innovative Community Participation	1	1	2	100%
Specialised Driving Training	0	0	0	-
Therapeutic Supports	46	6	52	13%
Capital services				
Home modification design and construction	2	1	3	50%
Specialised Disability Accommodation	1	1	2	100%
Vehicle Modifications	2	0	2	0%
Choice and control support services				
Management of funding for supports in participants plan	13	2	15	15%
Support Coordination	8	1	9	13%
Employment and Education support services				
Assistance to access and/or maintain employment and/or education	3	1	4	33%
Specialised Supported Employment	2	0	2	0%
Total approved active providers	129	15	144	12%

Table M.39 Number of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	21	113	134	1	3	4
Assistance Animals	0	2	2	0	0	0
Assistance with daily life tasks in a group or shared living arrangement	3	41	44	2	25	27
Assistance with travel/transport arrangements	7	80	87	2	23	25
Daily Personal Activities	4	53	57	2	32	34
Group and Centre Based Activities	2	50	52	1	21	22
High Intensity Daily Personal Activities	2	41	43	1	21	22
Household tasks	10	65	75	6	19	25
Interpreting and translation	10	66	76	0	2	2
Participation in community, social and civic activities	4	67	71	3	37	40
Assistive Technology						
Assistive equipment for recreation	13	55	68	0	2	2
Assistive products for household tasks	13	49	62	0	3	3
Assistance products for personal care and safety	16	98	114	4	20	24
Communication and information equipment	36	135	171	1	2	3
Customised Prosthetics	6	26	32	0	5	5
Hearing Equipment	6	50	56	0	0	0
Hearing Services	0	4	4	0	0	0
Personal Mobility Equipment	14	73	87	2	8	10
Specialised Hearing Services	1	4	5	0	1	1
Vision Equipment	12	58	70	0	2	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	11	71	82	6	37	43
Behaviour Support	9	28	37	3	12	15
Community nursing care for high needs	2	27	29	0	4	4
Development of daily living and life skills	4	54	58	0	21	21
Early Intervention supports for early childhood	20	30	50	5	11	16
Exercise Physiology and Physical Wellbeing activities	7	31	38	0	3	3
Innovative Community Participation	50	169	219	0	2	2
Specialised Driving Training	5	25	30	0	0	0
Therapeutic Supports	32	62	94	18	34	52
Capital services						
Home modification design and construction	9	52	61	0	3	3
Specialised Disability Accommodation	9	79	88	0	2	2
Vehicle Modifications	6	60	66	0	2	2
Choice and control support services						
Management of funding for supports in participants plan	1	37	38	0	15	15

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Support Coordination	10	55	65	1	8	9
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	1	20	21	0	4	4
Specialised Supported Employment	1	7	8	0	2	2
Total	159	624	783	28	116	144

Table M.40 Proportion of approved and active providers in each registration group by legal entity type as at 31 March 2019 – NT

Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Assistance services						
Accommodation / Tenancy Assistance	16%	84%	134	25%	75%	4
Assistance Animals	0%	100%	2	-	-	0
Assistance with daily life tasks in a group or shared living arrangement	7%	93%	44	7%	93%	27
Assistance with travel/transport arrangements	8%	92%	87	8%	92%	25
Daily Personal Activities	7%	93%	57	6%	94%	34
Group and Centre Based Activities	4%	96%	52	5%	95%	22
High Intensity Daily Personal Activities	5%	95%	43	5%	95%	22
Household tasks	13%	87%	75	24%	76%	25
Interpreting and translation	13%	87%	76	0%	100%	2
Participation in community, social and civic activities	6%	94%	71	8%	93%	40
Assistive Technology						
Assistive equipment for recreation	19%	81%	68	0%	100%	2
Assistive products for household tasks	21%	79%	62	0%	100%	3
Assistance products for personal care and safety	14%	86%	114	17%	83%	24
Communication and information equipment	21%	79%	171	33%	67%	3
Customised Prosthetics	19%	81%	32	0%	100%	5
Hearing Equipment	11%	89%	56	-	-	0
Hearing Services	0%	100%	4	-	-	0
Personal Mobility Equipment	16%	84%	87	20%	80%	10
Specialised Hearing Services	20%	80%	5	0%	100%	1
Vision Equipment	17%	83%	70	0%	100%	2
Capacity Building Services						
Assistance in coordinating or managing life stages, transitions and supports	13%	87%	82	14%	86%	43
Behaviour Support	24%	76%	37	20%	80%	15
Community nursing care for high needs	7%	93%	29	0%	100%	4
Development of daily living and life skills	7%	93%	58	0%	100%	21
Early Intervention supports for early childhood	40%	60%	50	31%	69%	16
Exercise Physiology and Physical Wellbeing activities	18%	82%	38	0%	100%	3

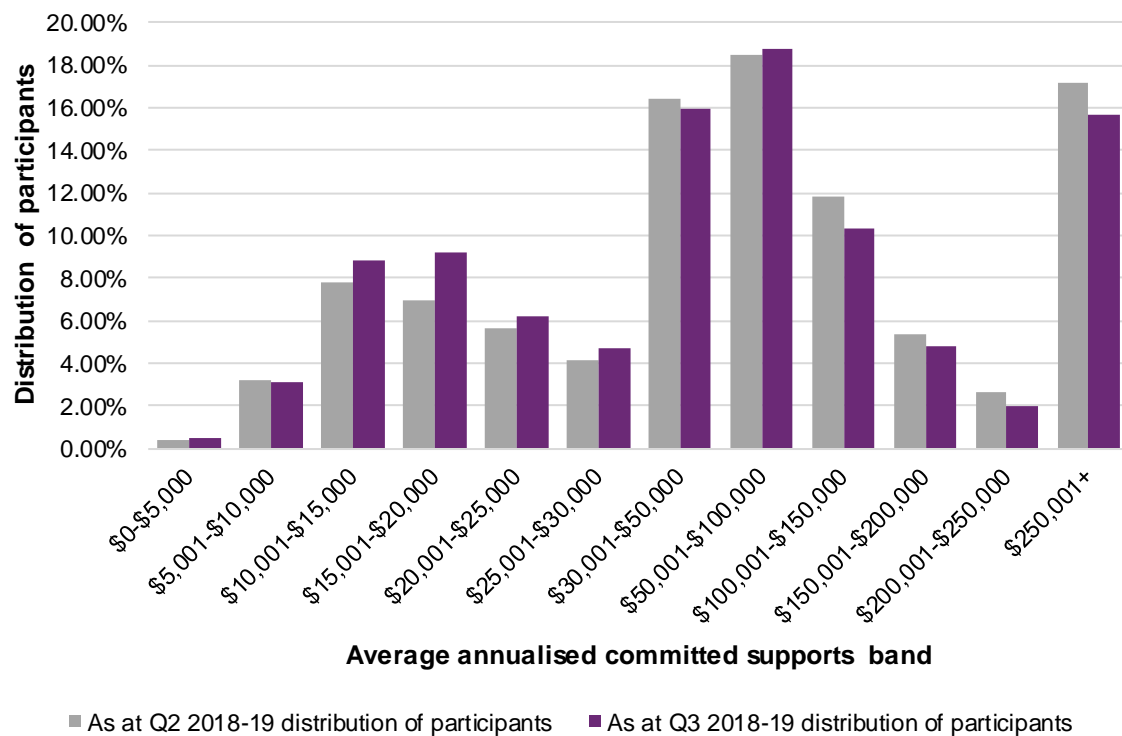
Registration Group	Approved			Active		
	Individual/ sole trader	Company/ organisation	Total Approved	Individual/ sole trader	Company/ organisation	Total Active
Innovative Community Participation	23%	77%	219	0%	100%	2
Specialised Driving Training	17%	83%	30	-	-	0
Therapeutic Supports	34%	66%	94	35%	65%	52
Capital services						
Home modification design and construction	15%	85%	61	0%	100%	3
Specialised Disability Accommodation	10%	90%	88	0%	100%	2
Vehicle Modifications	9%	91%	66	0%	100%	2
Choice and control support services						
Management of funding for supports in participants plan	3%	97%	38	0%	100%	15
Support Coordination	15%	85%	65	11%	89%	9
Employment and Education support services						
Assistance to access and/or maintain employment and/or education	5%	95%	21	0%	100%	4
Specialised Supported Employment	13%	88%	8	0%	100%	2
Total	20%	80%	783	19%	81%	144

Part Five: Financial sustainability

Table M.41 Committed supports by financial year (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3 ³²¹	Total
Total Committed	-	1.9	5.6	19.8	100.0	136.5	263.8

Figure M.1 Distribution of participants by annualised committed support band (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NT)



³²¹ Note: the \$137 million in respect of 2018-19 Q1, Q2 and Q3 only includes committed supports expected to be used to 31 March 2019.

Figure M.2 Distribution of participants by annualised committed support band (excluding participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NT)

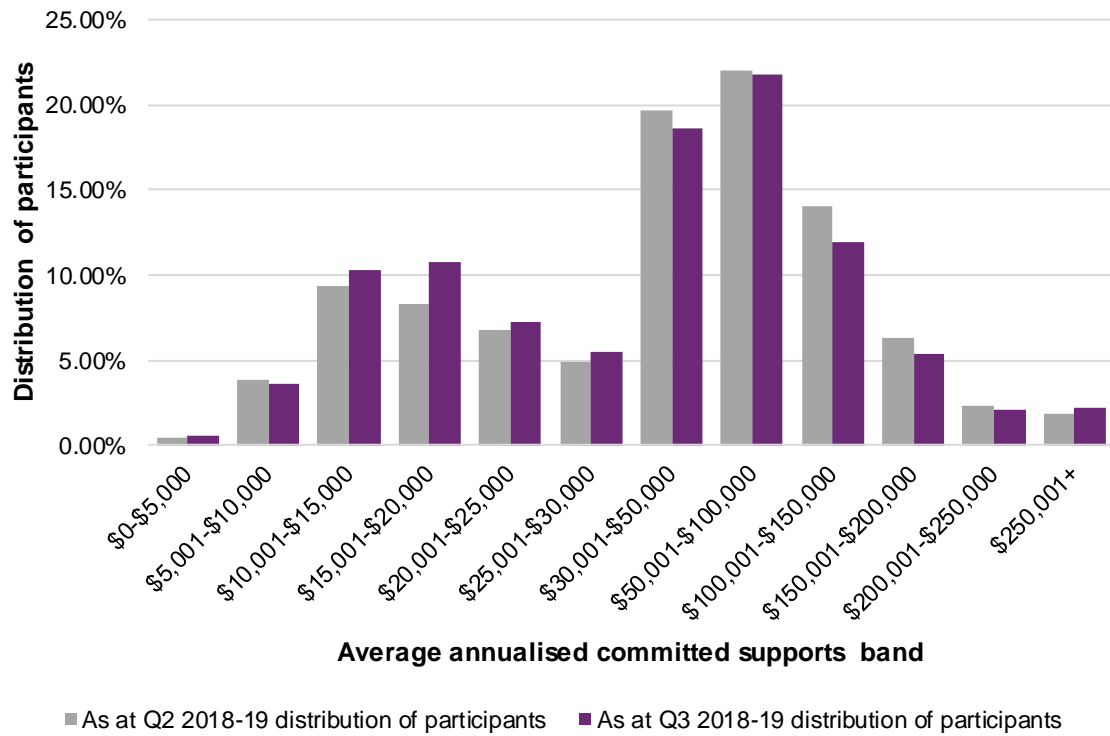
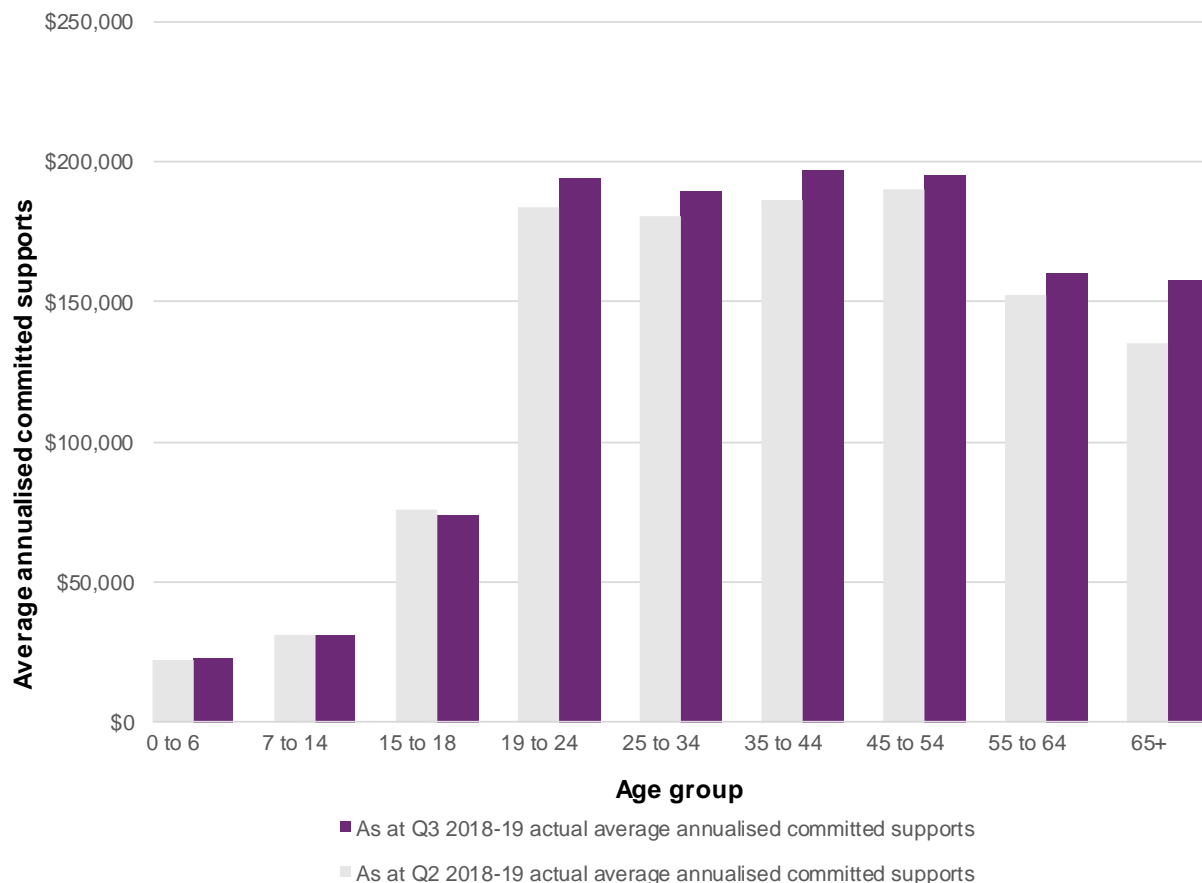
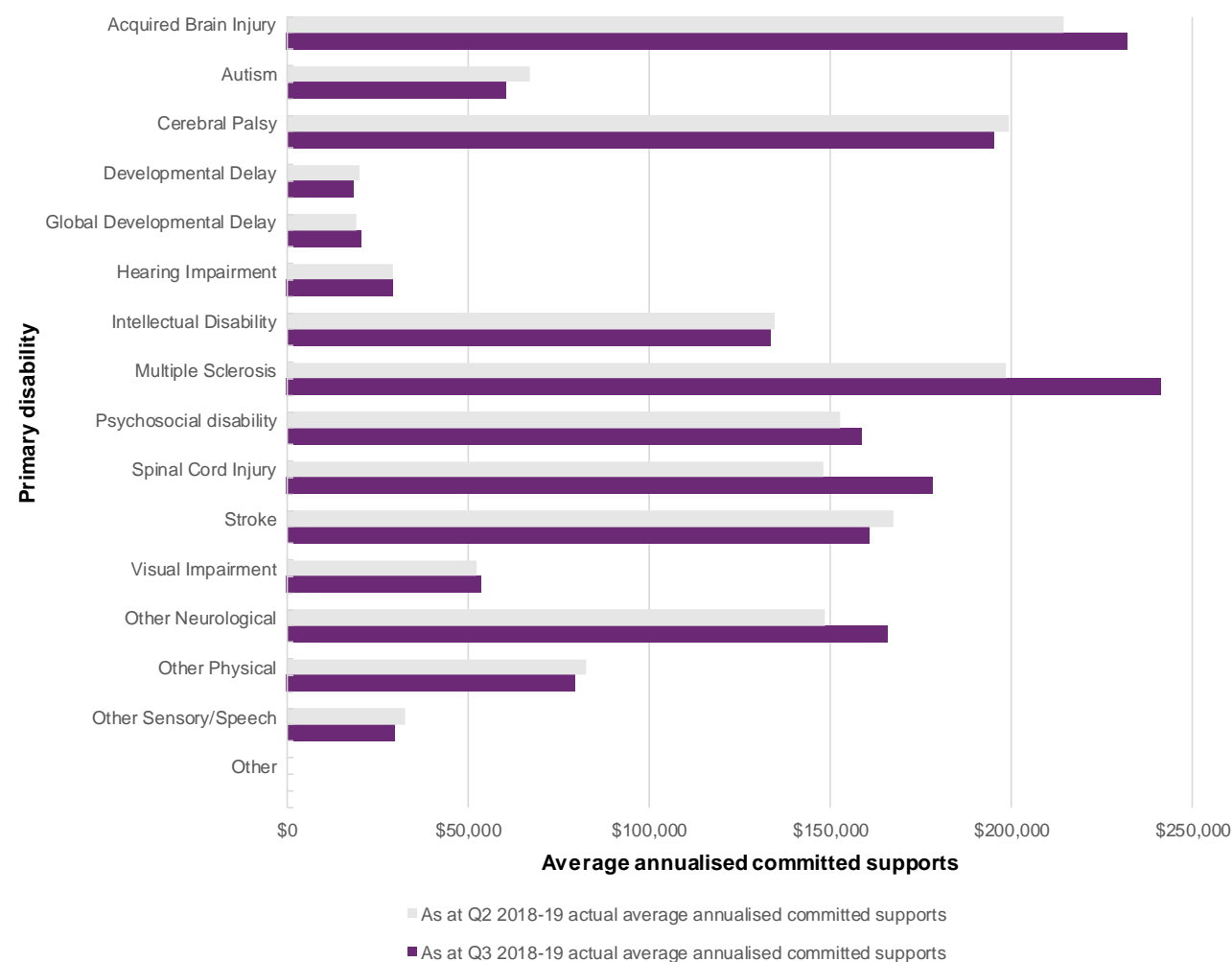


Figure M.3 Average committed support by age group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NT) ³²²



³²² The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

Figure M.4 Average committed support by primary disability group (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NT) ^{323,324}



³²³ Ibid.

³²⁴ Average annualised committed supports are not shown where there is insufficient data in the group. There is insufficient data to show an average cost for Other.

Figure M.5 Average committed support by level of function (including participants with Supported Independent Living supports) – active participants with initial plan approvals as at 2018-19 Q3 compared with active participants with initial plan approvals as at 2018-19 Q2 (NT) ^{325,326,327}

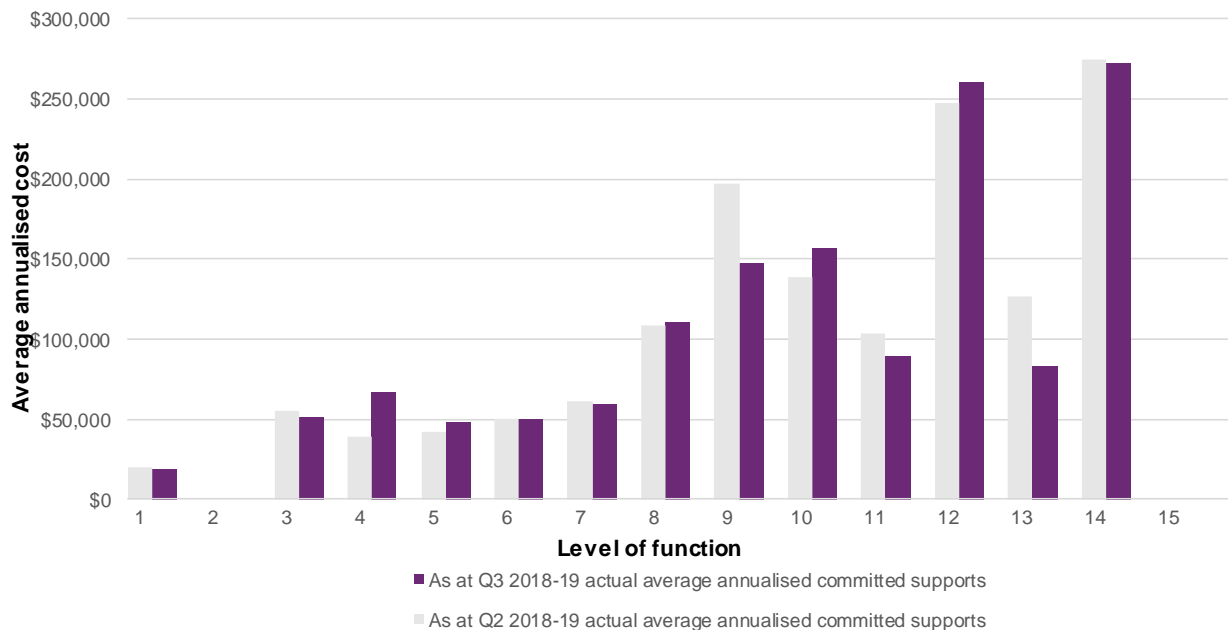


Table M.42 Payments by financial year, compared to committed supports (\$m) – NT

	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19 Q1, Q2, Q3	Total
Total Committed	-	1.9	5.6	19.8	100.0	136.5	263.8
Total Paid	-	1.6	4.1	11.1	64.0	75.5	156.2
% utilised to date	-	84%	73%	56%	64%	55%	56% ³²⁸

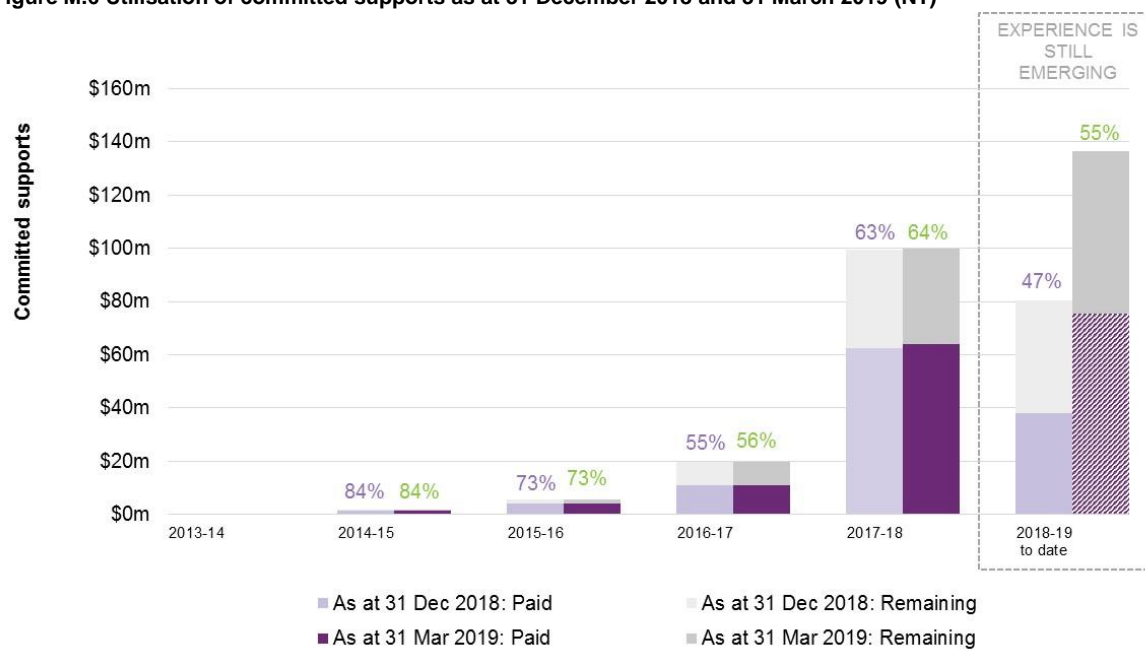
³²⁵ The average revenue amounts have been removed from the figure in this report as the amounts refer to revenue received under the bilateral agreements, and are not linked to age group, primary disability group, and level of function. Therefore, it is not appropriate to make comparisons between revenue and plan budgets in this chart. The amount of revenue received in aggregate should be compared with the amount spent in aggregate – the NDIA has been within budget in all years of operation (including 2018-19).

³²⁶ An ICT issue has been identified and as a result, reporting by level of function is not accurate. This issue is currently under investigation and will be reconciled for reporting as at 30 June 2019.

³²⁷ Average annualised committed supports are not shown where there is insufficient data in the group. Levels of function 2 and 15 do not have sufficient data to show an average cost.

³²⁸ Note: Only committed supports expected to be used to 31 March 2019 have been used to calculate the utilisation from 1 July 2013 to date, and this will increase as there is a lag between when support is provided and when it is paid.

Figure M.6 Utilisation of committed supports as at 31 December 2018 and 31 March 2019 (NT)



Appendix N:

Participants by region and support type

Table N.1 Active participants by region and support type included in plan as at 31 March 2019³²⁹

Bilateral region	Date phasing began	Core supports ³³⁰		Capacity Building supports ³³¹		Capital supports ³³²		Total active participants
		#	%	#	%	#	%	
NSW		76,791	78%	96,090	98%	28,253	29%	97,865
Hunter Trial Site	Jul-13	7,647	73%	10,037	96%	2,737	26%	10,493
Hunter New England (excl. Trial Site)	Jul-16	5,754	74%	7,451	96%	1,931	25%	7,729
Central Coast	Jul-16	4,274	77%	5,458	98%	1,413	25%	5,583
Far West	Jul-17	333	86%	380	99%	133	35%	385
Illawarra Shoalhaven	Jul-17	4,957	88%	5,569	99%	1,808	32%	5,642
Mid North Coast	Jul-17	2,785	78%	3,567	99%	883	25%	3,592
Murrumbidgee	Jul-17	3,481	86%	4,011	99%	1,202	30%	4,033
Nepean Blue Mountains	Jul-15	4,029	68%	5,828	99%	1,391	24%	5,892
North Sydney	Jul-16	5,750	81%	7,000	99%	2,645	37%	7,088
Northern NSW	Jul-17	3,690	82%	4,440	99%	1,187	27%	4,473
South Eastern Sydney	Jul-17	5,298	83%	6,263	99%	2,142	34%	6,347
South Western Sydney	Jul-16	9,362	75%	12,246	98%	3,154	25%	12,457
Southern NSW	Jul-16	2,459	87%	2,797	99%	982	35%	2,836
Sydney	Jul-17	4,459	84%	5,224	99%	1,828	35%	5,279
Western NSW	Jul-17	3,039	78%	3,841	99%	1,129	29%	3,895
Western Sydney	Jul-16	8,478	78%	10,762	99%	3,367	31%	10,874
NSW - Other		996	79%	1,216	96%	321	25%	1,267
VIC		55,441	86%	63,560	98%	16,558	26%	64,738
Barwon	Jul-13	5,856	84%	6,797	98%	1,521	22%	6,952
Central Highlands	Jan-17	2,990	85%	3,435	98%	818	23%	3,508

³²⁹ Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 31 March 2019 are shown in this table.

³³⁰ Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

³³¹ Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

³³² Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

Bilateral region	Date phasing began	Core supports ³³⁰		Capacity Building supports ³³¹		Capital supports ³³²		Total active participants
		#	%	#	%	#	%	
Loddon	May-17	3,238	83%	3,847	98%	817	21%	3,921
North East Melbourne	Jul-16	5,910	74%	7,823	98%	1,919	24%	8,016
Inner Gippsland	Oct-17	2,611	87%	2,901	97%	828	28%	2,990
Ovens Murray	Oct-17	1,680	84%	1,962	99%	400	20%	1,989
Western District	Oct-17	2,298	88%	2,566	99%	538	21%	2,599
Inner East Melbourne	Nov-17	5,340	88%	5,961	99%	2,168	36%	6,042
Outer East Melbourne	Nov-17	4,934	86%	5,670	99%	1,784	31%	5,735
Hume Moreland	Mar-18	3,241	84%	3,794	98%	875	23%	3,862
Bayside Peninsula	Apr-18	6,418	94%	6,693	98%	2,239	33%	6,824
Southern Melbourne	Sep-18	3,655	89%	4,047	99%	1,034	25%	4,088
Brimbank Melton	Oct-18	2,248	88%	2,524	99%	426	17%	2,548
Western Melbourne	Oct-18	3,079	91%	3,355	99%	725	21%	3,391
Goulburn	Jan-19	683	87%	775	99%	133	17%	781
Mallee	Jan-19	408	87%	466	99%	80	17%	470
Outer Gippsland	Jan-19	524	96%	538	98%	147	27%	548
VIC - other		328	69%	406	86%	106	22%	474
QLD		38,133	90%	42,110	99%	14,582	34%	42,398
Bundaberg	Oct-17	1,398	81%	1,724	100%	551	32%	1,725
Ipswich	Jul-17	3,661	84%	4,316	100%	1,402	32%	4,333
Mackay	Nov-16	1,443	74%	1,933	99%	541	28%	1,951
Toowoomba	Jan-17	3,500	88%	3,953	99%	1,518	38%	3,973
Townsville	Apr-16	3,126	79%	3,905	99%	1,117	28%	3,953
Rockhampton	Jan-18	2,383	88%	2,696	99%	879	32%	2,712
Beenleigh	Jul-18	3,600	96%	3,758	100%	1,187	32%	3,761
Brisbane	Jul-18	7,800	96%	8,039	99%	2,985	37%	8,099
Cairns	Jul-18	1,819	95%	1,909	99%	600	31%	1,923
Maryborough	Jul-18	1,668	96%	1,729	100%	733	42%	1,733
Robina	Jul-18	3,304	94%	3,503	100%	1,193	34%	3,519
Caboolture/Strathpine	Jan-19	2,176	95%	2,290	100%	925	40%	2,298
Maroochydore	Jan-19	2,069	97%	2,120	100%	882	42%	2,124
QLD - Other		186	63%	235	80%	69	23%	294

Bilateral region	Date phasing began	Core supports ³³⁰		Capacity Building supports ³³¹		Capital supports ³³²		Total active participants
		#	%	#	%	#	%	
WA		10,321	77%	12,871	95%	4,677	35%	13,478
North East Metro	Jul-14	3,376	76%	4,378	99%	1,711	39%	4,439
Wheat Belt	Jan-17	273	79%	338	98%	119	34%	345
South Metro	Jul-18	2,435	74%	3,136	95%	1,083	33%	3,303
Central South Metro	Jul-18	1,597	79%	1,871	93%	703	35%	2,020
South West	Sep-18	1,058	80%	1,171	89%	355	27%	1,316
Goldfields-Esperance	Oct-18	146	83%	169	97%	44	25%	175
North Metro	Oct-18	1,002	78%	1,281	100%	452	35%	1,286
Kimberley-Pilbara	Oct-18	209	80%	252	97%	91	35%	261
WA - Other		225	68%	275	83%	119	36%	333
SA³³³		22,433	86%	26,010	99%	7,479	29%	26,235
Adelaide Hills	Jul-13	806	85%	942	100%	233	25%	943
Barossa, Light and Lower North	Jul-13	1,137	87%	1,299	99%	311	24%	1,306
Eastern Adelaide	Jul-13	1,748	85%	2,048	100%	622	30%	2,056
Eyre and Western	Jul-13	688	85%	809	100%	211	26%	812
Far North (SA)	Jul-13	239	86%	278	100%	86	31%	279
Fleurieu and Kangaroo Island	Jul-13	667	90%	736	100%	223	30%	738
Limestone Coast	Jul-13	792	90%	879	100%	233	26%	881
Murray and Mallee	Jul-13	941	87%	1,081	100%	307	28%	1,086
Northern Adelaide	Jul-13	7,313	84%	8,615	99%	2,401	28%	8,667
Southern Adelaide	Jul-13	5,041	88%	5,719	99%	1,886	33%	5,750
Western Adelaide	Jul-13	1,891	85%	2,208	99%	628	28%	2,221
Yorke and Mid North	Jul-13	935	86%	1,076	99%	270	25%	1,082
SA - Other		235	57%	320	77%	68	16%	414
TAS³³⁴		5,017	89%	5,305	94%	1,450	26%	5,649
TAS North	Jul-13	1,384	92%	1,458	97%	432	29%	1,502
TAS North West	Jul-13	1,273	91%	1,324	94%	303	22%	1,405
TAS South East	Jul-13	924	85%	1,012	93%	257	24%	1,088

³³³ Since the phasing schedule for South Australia is by age, each region has the phasing date Jul-13.

³³⁴ Since the phasing schedule for Tasmania is by age, each region has the phasing date Jul-13.

Bilateral region	Date phasing began	Core supports ³³⁰		Capacity Building supports ³³¹		Capital supports ³³²		Total active participants
		#	%	#	%	#	%	
TAS South West	Jul-13	1,407	90%	1,483	95%	442	28%	1,559
TAS - Other		29	31%	28	29%	16	17%	95
ACT		5,138	75%	6,681	98%	1,627	24%	6,844
ACT	Jul-14	4,902	76%	6,365	98%	1,536	24%	6,470
ACT - Other		236	63%	316	84%	91	24%	374
NT		1,692	91%	1,839	99%	729	39%	1,864
Barkly	Jul-14	123	92%	133	99%	60	45%	134
Central Australia ³³⁵	Jul-17	246	97%	253	100%	154	61%	253
Darwin Remote	Jul-17	119	87%	137	100%	50	36%	137
Darwin Urban ³³⁶	Jan-17	858	91%	942	100%	333	35%	946
East Arnhem	Jan-17	176	95%	184	99%	52	28%	185
Katherine	Jul-17	150	91%	164	100%	67	41%	164
NT - Other		20	44%	26	58%	13	29%	45
Total		214,966	83%	254,466	98%	75,355	29%	259,071

³³⁵ Clients of Supported Accommodation services in Alice Springs began phasing in July 2017, while all remaining participants in Central Australia began phasing in July 2018.

³³⁶ Clients of Supported Accommodation services in Darwin Urban began phasing in January 2017, while all remaining participants in Darwin Urban began phasing in July 2018.

Appendix O:

Specialist Disability Accommodation

Figure O.1 Changes in Specialist Disability Accommodation by quarter (NATIONAL)

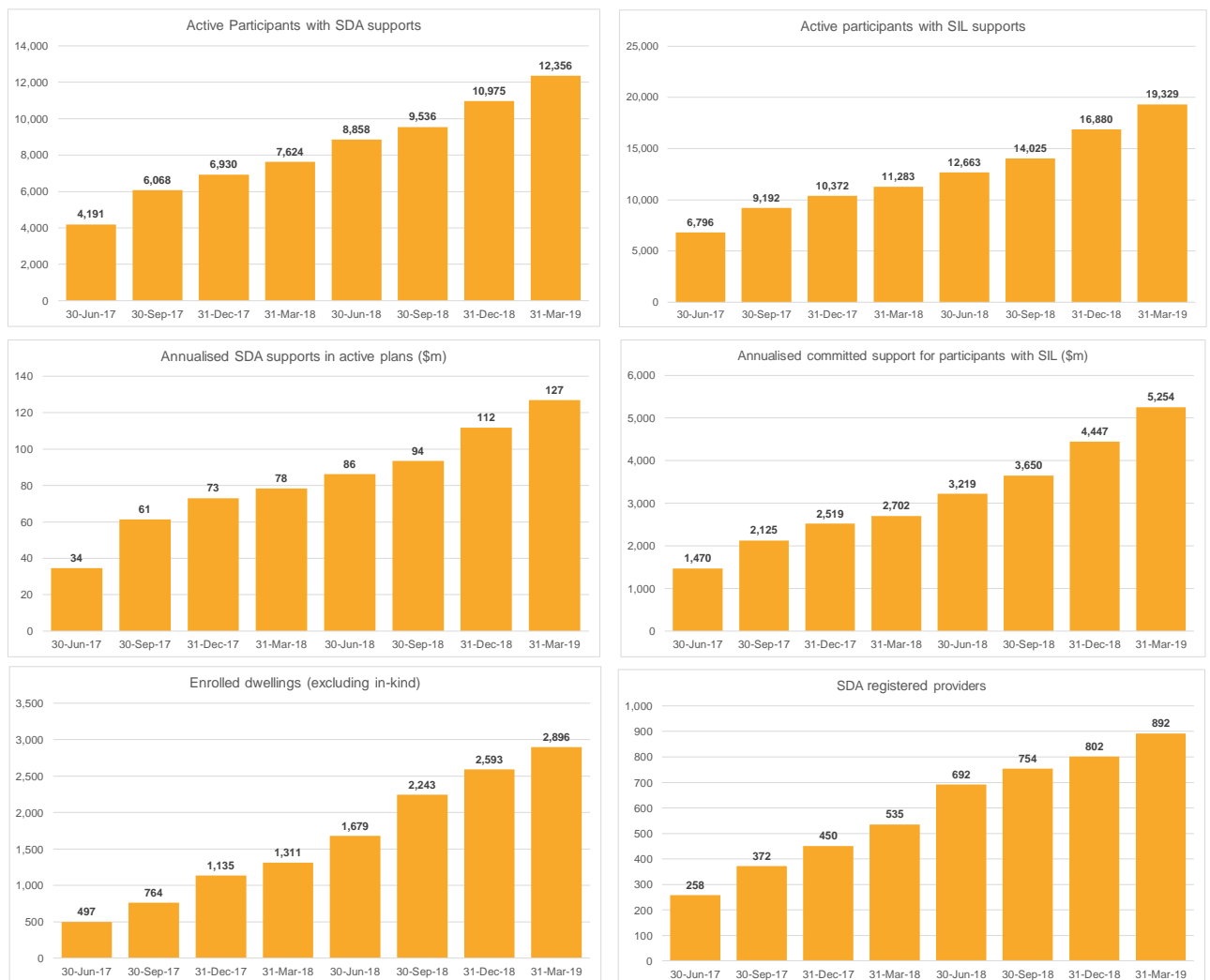


Table O.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2019³³⁷

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	4,614	4.7%	7,504	7.7%	97,865
Hunter Trial Site	441	4.2%	0	0.0%	10,493
Hunter New England (excl. Trial Site)	256	3.3%	1,561	20.2%	7,729
Central Coast	144	2.6%	375	6.7%	5,583
Far West	15	3.9%	19	4.9%	385
Illawarra Shoalhaven	297	5.3%	405	7.2%	5,642
Mid North Coast	137	3.8%	185	5.2%	3,592
Murrumbidgee	234	5.8%	285	7.1%	4,033
Nepean Blue Mountains	309	5.2%	470	8.0%	5,892
North Sydney	614	8.7%	832	11.7%	7,088
Northern NSW	150	3.4%	247	5.5%	4,473
South Eastern Sydney	350	5.5%	487	7.7%	6,347
South Western Sydney	364	2.9%	739	5.9%	12,457
Southern NSW	132	4.7%	181	6.4%	2,836
Sydney	286	5.4%	385	7.3%	5,279
Western NSW	287	7.4%	428	11.0%	3,895
Western Sydney	587	5.4%	871	8.0%	10,874
NSW - Other	11	0.9%	34	2.7%	1,267
VIC	3,701	5.7%	4,327	6.7%	64,738
Barwon	172	2.5%	339	4.9%	6,952
Central Highlands	195	5.6%	229	6.5%	3,508
Loddon	210	5.4%	218	5.6%	3,921
North East Melbourne	559	7.0%	648	8.1%	8,016
Inner Gippsland	125	4.2%	128	4.3%	2,990
Ovens Murray	117	5.9%	137	6.9%	1,989
Western District	243	9.3%	243	9.3%	2,599
Inner East Melbourne	630	10.4%	686	11.4%	6,042
Outer East Melbourne	362	6.3%	412	7.2%	5,735
Hume Moreland	137	3.5%	173	4.5%	3,862
Bayside Peninsula	558	8.2%	649	9.5%	6,824
Southern Melbourne	157	3.8%	181	4.4%	4,088
Brimbank Melton	82	3.2%	94	3.7%	2,548
Western Melbourne	89	2.6%	106	3.1%	3,391
Goulburn	2	0.3%	4	0.5%	781
Mallee	15	3.2%	18	3.8%	470
Outer Gippsland	43	7.8%	50	9.1%	548
VIC - Other	5	1.1%	12	2.5%	474
QLD	1,182	2.8%	3,220	7.6%	42,398
Bundaberg	47	2.7%	139	8.1%	1,725
Ipswich	211	4.9%	287	6.6%	4,333
Mackay	20	1.0%	99	5.1%	1,951
Toowoomba	222	5.6%	365	9.2%	3,973
Townsville	64	1.6%	239	6.0%	3,953

³³⁷ Participants who have moved to a different State/Territory since entering the Scheme are included in 'Other', which also includes those with regional information missing. Only regions that have phased in as at 31 March 2019 are shown in this table.

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Rockhampton	69	2.5%	206	7.6%	2,712
Beenleigh	276	7.3%	322	8.6%	3,761
Brisbane	162	2.0%	746	9.2%	8,099
Cairns	29	1.5%	215	11.2%	1,923
Maryborough	52	3.0%	169	9.8%	1,733
Robina	20	0.6%	313	8.9%	3,519
Caboolture/Strathpine	7	0.3%	76	3.3%	2,298
Maroochydore	0	0.0%	37	1.7%	2,124
QLD – Other	3	1.0%	7	2.4%	294
WA	454	3.4%	915	6.8%	13,478
North East Metro	329	7.4%	448	10.1%	4,439
Wheat Belt	0	0.0%	4	1.2%	345
South Metro	51	1.5%	228	6.9%	3,303
Central South Metro	31	1.5%	116	5.7%	2,020
South West	5	0.4%	31	2.4%	1,316
Goldfields-Esperance	2	1.1%	3	1.7%	175
North Metro	14	1.1%	28	2.2%	1,286
Kimberley-Pilbara	1	0.4%	10	3.8%	261
WA - Other	21	6.3%	47	14.1%	333
SA	1,695	6.5%	1,944	7.4%	26,235
Adelaide Hills	35	3.7%	50	5.3%	943
Barossa, Light and Lower North	26	2.0%	35	2.7%	1,306
Eastern Adelaide	130	6.3%	172	8.4%	2,056
Eyre and Western	28	3.4%	33	4.1%	812
Far North (SA)	19	6.8%	21	7.5%	279
Fleurieu and Kangaroo Island	36	4.9%	39	5.3%	738
Limestone Coast	47	5.3%	66	7.5%	881
Murray and Mallee	80	7.4%	90	8.3%	1,086
Northern Adelaide	544	6.3%	601	6.9%	8,667
Southern Adelaide	591	10.3%	628	10.9%	5,750
Western Adelaide	119	5.4%	152	6.8%	2,221
Yorke and Mid North	37	3.4%	52	4.8%	1,082
SA - Other	3	0.7%	5	1.2%	414
TAS	523	9.3%	749	13.3%	5,649
TAS North	138	9.2%	185	12.3%	1,502
TAS North West	139	9.9%	176	12.5%	1,405
TAS South East	77	7.1%	125	11.5%	1,088
TAS South West	169	10.8%	261	16.7%	1,559
TAS - Other	0	0.0%	2	2.1%	95
ACT	14	0.2%	403	5.9%	6,844
ACT	12	0.2%	397	6.1%	6,470
ACT - Other	2	0.5%	6	1.6%	374
NT	173	9.3%	267	14.3%	1,864
Barkly	6	4.5%	14	10.4%	134
Central Australia	62	24.5%	84	33.2%	253
Darwin Remote	0	0.0%	0	0.0%	137
Darwin Urban	87	9.2%	146	15.4%	946
East Arnhem	0	0.0%	0	0.0%	185
Katherine	16	9.8%	20	12.2%	164
NT – Other	2	4.4%	3	6.7%	45

Bilateral region	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
Total	12,356	4.8%	19,329	7.5%	259,071

Table O.2 Annualised committed supports in current NDIS plans as at 31 March 2019

State/Territory	Committed in current plans to SDA (\$)	% of committed for SDA supports	Committed in current plans to SIL (\$)	% of committed supports for SIL participantss	Total committed in current plans (\$)
NSW	42,267,480	0.73%	2,046,890,719	35%	5,795,181,008
VIC	39,206,081	1.04%	1,073,742,061	29%	3,758,453,624
QLD	12,525,349	0.40%	945,437,717	30%	3,130,293,133
WA	4,887,033	0.69%	221,469,700	31%	705,862,987
SA	18,801,478	1.34%	495,650,081	35%	1,398,591,490
TAS	6,635,202	1.50%	232,046,054	52%	443,125,348
ACT	311,357	0.09%	117,401,071	32%	366,208,032
NT	2,296,878	1.00%	120,983,422	53%	228,674,241
Total	126,930,859	0.80%	5,253,620,826	33%	15,826,389,863

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table O.3 Number of Enrolled SDA Dwellings by Location and Type as at 31 March 2019 (excluding in-kind arrangements)³³⁸

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
ACT	5	-	-	-	5
ACT - Australian Capital Territory	5	-	-	-	5
NSW	1,000	56	196	4	1,256
NSW - Capital Region	42	1	2	-	45
NSW - Central Coast	36	3	-	1	40
NSW - Central West	47	3	8	-	58
NSW - Coffs Harbour - Grafton	17	5	1	-	23
NSW - Far West and Orana	55	4	-	-	59
NSW - Hunter Valley exc Newcastle	43	2	6	-	51
NSW - Illawarra	33	1	7	-	41
NSW - Mid North Coast	29	1	10	-	40
NSW - Murray	33	1	3	-	37
NSW - New England and North West	27	2	6	-	35
NSW - Newcastle and Lake Macquarie	42	1	14	-	57
NSW - Richmond - Tweed	25	1	13	-	39
NSW - Riverina	20	1	5	-	26
NSW - Southern Highlands and Shoalhaven	10	1	4	-	15
NSW - Sydney - Baulkham Hills and Hawkesbury	38	-	11	-	49
NSW - Sydney - Blacktown	56	4	9	-	69
NSW - Sydney - City and Inner South	15	3	-	-	18
NSW - Sydney - Eastern Suburbs	14	3	1	-	18
NSW - Sydney - Inner South West	52	1	1	2	56
NSW - Sydney - Inner West	15	3	-	-	18
NSW - Sydney - North Sydney and Hornsby	64	7	-	-	71
NSW - Sydney - Northern Beaches	27	2	4	-	33
NSW - Sydney - Outer South West	24	-	3	-	27
NSW - Sydney - Outer West and Blue Mountains	62	3	13	-	78
NSW - Sydney - Parramatta	72	-	28	-	100
NSW - Sydney - Ryde	33	1	31	-	65
NSW - Sydney - South West	21	-	2	1	24
NSW - Sydney - Sutherland	48	2	14	-	64
NT	17	3	8	-	28
NT - Darwin	9	2	8	-	19
NT - Northern Territory - Outback	8	1	-	-	9
QLD	293	39	82	3	417
QLD - Brisbane - East	16	-	-	-	16
QLD - Brisbane - North	17	2	6	1	26
QLD - Brisbane - South	36	4	-	-	40
QLD - Brisbane - West	16	2	2	-	20
QLD - Brisbane Inner City	6	-	-	-	6

³³⁸ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
QLD - Cairns	12	1	2	-	15
QLD - Darling Downs - Maranoa	2	2	-	-	4
QLD - Fitzroy	22	2	4	-	28
QLD - Gold Coast	28	2	7	-	37
QLD - Ipswich	11	1	16	-	28
QLD - Logan - Beaudesert	3	1	3	-	7
QLD - Mackay	8	1	-	-	9
QLD - Moreton Bay - North	20	2	11	-	33
QLD - Moreton Bay - South	3	2	-	-	5
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	14	4	-	-	18
QLD - Toowoomba	13	7	6	2	28
QLD - Townsville	13	2	5	-	20
QLD - Wide Bay	53	4	20	-	77
SA	642	9	11	-	662
SA - Adelaide - Central and Hills	53	2	1	-	56
SA - Adelaide - North	132	1	3	-	136
SA - Adelaide - South	211	3	5	-	219
SA - Adelaide - West	160	-	2	-	162
SA - Barossa - Yorke - Mid North	18	2	-	-	20
SA - South Australia - Outback	16	-	-	-	16
SA - South Australia - South East	52	1	-	-	53
TAS	24	3	8	-	35
TAS - Hobart	12	-	-	-	12
TAS - Launceston and North East	5	2	4	-	11
TAS - South East	1	-	-	-	1
TAS - West and North West	6	1	4	-	11
VIC	337	82	58	11	488
VIC - Ballarat	24	5	1	-	30
VIC - Bendigo	7	-	8	-	15
VIC - Geelong	24	4	5	5	38
VIC - Hume	32	5	-	-	37
VIC - Latrobe - Gippsland	11	6	-	-	17
VIC - Melbourne - Inner	3	2	6	-	11
VIC - Melbourne - Inner East	29	10	1	-	40
VIC - Melbourne - Inner South	35	10	1	-	46
VIC - Melbourne - North East	30	10	10	-	50
VIC - Melbourne - North West	13	1	-	-	14
VIC - Melbourne - Outer East	22	-	4	-	26
VIC - Melbourne - South East	28	4	3	1	36
VIC - Melbourne - West	8	9	8	-	25
VIC - Mornington Peninsula	14	5	2	-	21
VIC - North West	26	4	5	5	40
VIC - Shepparton	12	3	3	-	18
VIC - Warrnambool and South West	19	4	1	-	24
WA	5	-	-	-	5

Location	SDA Building Type				Total
	Existing	Legacy	New Build	New Build (refurbished)	
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	5	-	-	-	5
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	2,323	192	363	18	2,896

Table O.4 Number of Enrolled SDA Dwellings by Location and Design as at 31 March 2019 (excluding in-kind arrangements)³³⁹

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	5	-	-	5
ACT - Australian Capital Territory	-	-	5	-	-	5
NSW	807	209	63	45	132	1,256
NSW - Capital Region	36	3	1	1	4	45
NSW - Central Coast	33	2	-	4	1	40
NSW - Central West	35	4	6	4	9	58
NSW - Coffs Harbour - Grafton	11	3	4	2	3	23
NSW - Far West and Orana	52	2	-	3	2	59
NSW - Hunter Valley exc Newcastle	30	13	-	3	5	51
NSW - Illawarra	33	8	-	-	-	41
NSW - Mid North Coast	24	10	-	6	-	40
NSW - Murray	16	15	1	3	2	37
NSW - New England and North West	15	11	1	-	8	35
NSW - Newcastle and Lake Macquarie	30	7	16	1	3	57
NSW - Richmond - Tweed	15	13	10	-	1	39
NSW - Riverina	18	6	1	-	1	26
NSW - Southern Highlands and Shoalhaven	9	3	1	2	-	15
NSW - Sydney - Baulkham Hills and Hawkesbury	24	11	-	-	14	49
NSW - Sydney - Blacktown	49	2	2	1	15	69
NSW - Sydney - City and Inner South	15	1	-	2	-	18
NSW - Sydney - Eastern Suburbs	16	-	1	1	-	18
NSW - Sydney - Inner South West	50	3	1	-	2	56
NSW - Sydney - Inner West	16	-	1	1	-	18
NSW - Sydney - North Sydney and Hornsby	53	12	6	-	-	71
NSW - Sydney - Northern Beaches	27	1	-	-	5	33

³³⁹ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Outer South West	16	4	4	1	2	27
NSW - Sydney - Outer West and Blue Mountains	49	14	-	7	8	78
NSW - Sydney - Parramatta	49	29	6	1	15	100
NSW - Sydney - Ryde	28	4	-	2	31	65
NSW - Sydney - South West	14	8	1	-	1	24
NSW - Sydney - Sutherland	44	20	-	-	-	64
NT	8	4	1	-	15	28
NT - Darwin	4	1	1	-	13	19
NT - Northern Territory - Outback	4	3	-	-	2	9
QLD	91	122	79	31	94	417
QLD - Brisbane - East	9	4	-	2	1	16
QLD - Brisbane - North	10	6	3	-	7	26
QLD - Brisbane - South	6	13	11	9	1	40
QLD - Brisbane - West	1	5	12	-	2	20
QLD - Brisbane Inner City	-	2	4	-	-	6
QLD - Cairns	3	2	2	-	8	15
QLD - Darling Downs - Maranoa	1	3	-	-	-	4
QLD - Fitzroy	4	8	-	1	15	28
QLD - Gold Coast	9	5	18	-	5	37
QLD - Ipswich	3	7	15	1	2	28
QLD - Logan - Beaudesert	2	2	-	2	1	7
QLD - Mackay	2	4	-	-	3	9
QLD - Moreton Bay - North	-	13	10	5	5	33
QLD - Moreton Bay - South	-	4	-	-	1	5
QLD - Queensland - Outback	-	-	-	-	-	-
QLD - Sunshine Coast	4	6	-	5	3	18
QLD - Toowoomba	11	10	1	-	6	28
QLD - Townsville	6	3	2	-	9	20
QLD - Wide Bay	20	25	1	6	25	77
SA	354	161	54	2	91	662
SA - Adelaide - Central and Hills	31	7	3	-	15	56
SA - Adelaide - North	56	57	5	1	17	136
SA - Adelaide - South	128	44	14	-	33	219
SA - Adelaide - West	88	24	30	-	20	162
SA - Barossa - Yorke - Mid North	13	6	-	1	-	20
SA - South Australia - Outback	12	4	-	-	-	16
SA - South Australia - South East	26	19	2	-	6	53
TAS	6	14	1	3	11	35
TAS - Hobart	4	6	-	1	1	12
TAS - Launceston and North East	1	5	1	2	2	11
TAS - South East	-	1	-	-	-	1
TAS - West and North West	1	2	-	-	8	11
VIC	233	120	39	38	58	488
VIC - Ballarat	5	12	1	11	1	30
VIC - Bendigo	2	5	4	4	-	15
VIC - Geelong	12	11	5	5	5	38

Location	SDA Design Category					Total
	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Hume	22	9	-	1	5	37
VIC - Latrobe - Gippsland	12	4	-	-	1	17
VIC - Melbourne - Inner	3	2	6	-	-	11
VIC - Melbourne - Inner East	26	12	-	1	1	40
VIC - Melbourne - Inner South	35	6	-	1	4	46
VIC - Melbourne - North East	20	10	11	4	5	50
VIC - Melbourne - North West	11	3	-	-	-	14
VIC - Melbourne - Outer East	15	3	-	4	4	26
VIC - Melbourne - South East	17	8	2	4	5	36
VIC - Melbourne - West	8	8	5	-	4	25
VIC - Mornington Peninsula	3	10	1	3	4	21
VIC - North West	17	9	-	-	14	40
VIC - Shepparton	6	6	4	-	2	18
VIC - Warrnambool and South West	19	2	-	-	3	24
WA	-	-	5	-	-	5
WA - Bunbury	-	-	-	-	-	-
WA - Mandurah	-	-	-	-	-	-
WA - Perth - Inner	-	-	5	-	-	5
WA - Perth - North East	-	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-	-
Total	1,499	630	247	119	401	2,896

Table O.5 Number of Enrolled SDA Dwellings by Location and Maximum number of residents as at 31 March 2019 (excluding in-kind arrangements)³⁴⁰

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
ACT	0	1	0	2	2	0	5
ACT - Australian Capital Territory	0	1	0	2	2	0	5
NSW	220	176	88	232	484	56	1,256
NSW - Capital Region	20	5	1	5	13	1	45
NSW - Central Coast	8	6	4	9	10	3	40
NSW - Central West	5	5	4	11	30	3	58
NSW - Coffs Harbour - Grafton	5	4	3	2	4	5	23
NSW - Far West and Orana	16	10	2	11	16	4	59
NSW - Hunter Valley exc Newcastle	7	11	5	10	16	2	51
NSW - Illawarra	3	1	3	8	25	1	41
NSW - Mid North Coast	18	6	0	1	14	1	40

³⁴⁰ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
NSW - Murray	13	3	1	5	14	1	37
NSW - New England and North West	1	11	1	3	17	2	35
NSW - Newcastle and Lake Macquarie	14	7	6	7	22	1	57
NSW - Richmond - Tweed	16	3	3	5	11	1	39
NSW - Riverina	3	2	4	7	9	1	26
NSW - Southern Highlands and Shoalhaven	1	0	0	2	11	1	15
NSW - Sydney - Baulkham Hills and Hawkesbury	2	9	6	16	16	0	49
NSW - Sydney - Blacktown	0	5	8	11	41	4	69
NSW - Sydney - City and Inner South	1	2	1	3	8	3	18
NSW - Sydney - Eastern Suburbs	1	0	1	5	8	3	18
NSW - Sydney - Inner South West	10	0	1	13	31	1	56
NSW - Sydney - Inner West	0	0	2	4	9	3	18
NSW - Sydney - North Sydney and Hornsby	6	9	4	15	30	7	71
NSW - Sydney - Northern Beaches	2	0	1	10	18	2	33
NSW - Sydney - Outer South West	2	1	2	10	12	0	27
NSW - Sydney - Outer West and Blue Mountains	17	10	5	21	22	3	78
NSW - Sydney - Parramatta	15	27	10	10	38	0	100
NSW - Sydney - Ryde	10	22	5	17	10	1	65
NSW - Sydney - South West	0	8	2	4	10	0	24
NSW - Sydney - Sutherland	24	9	3	7	19	2	64
NT	1	14	1	3	6	3	28
NT - Darwin	0	10	0	1	6	2	19
NT - Northern Territory - Outback	1	4	1	2	0	1	9
QLD	121	86	71	68	32	39	417
QLD - Brisbane - East	3	2	7	2	2	0	16
QLD - Brisbane - North	6	4	9	2	3	2	26
QLD - Brisbane - South	2	18	3	10	3	4	40
QLD - Brisbane - West	2	12	2	2	0	2	20
QLD - Brisbane Inner City	2	0	0	4	0	0	6
QLD - Cairns	2	2	2	7	1	1	15
QLD - Darling Downs - Maranoa	0	0	0	0	2	2	4
QLD - Fitzroy	8	9	2	6	1	2	28
QLD - Gold Coast	28	2	1	2	2	2	37
QLD - Ipswich	16	1	7	3	0	1	28
QLD - Logan - Beaudesert	1	1	1	1	2	1	7
QLD - Mackay	2	0	0	2	4	1	9
QLD - Moreton Bay - North	12	3	10	3	3	2	33
QLD - Moreton Bay - South	0	2	0	0	1	2	5
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	7	0	4	3	0	4	18
QLD - Toowoomba	9	4	3	3	2	7	28
QLD - Townsville	0	9	0	6	3	2	20
QLD - Wide Bay	21	17	20	12	3	4	77
SA	125	260	107	88	73	9	662
SA - Adelaide - Central and Hills	11	11	15	12	5	2	56
SA - Adelaide - North	12	66	24	23	10	1	136
SA - Adelaide - South	48	88	31	18	31	3	219
SA - Adelaide - West	44	47	25	22	24	0	162

Location	Maximum Number of Residents						Total
	1	2	3	4	5	6+	
SA - Barossa - Yorke - Mid North	3	10	3	2	0	2	20
SA - South Australia - Outback	2	10	0	4	0	0	16
SA - South Australia - South East	5	28	9	7	3	1	53
TAS	6	10	4	12	0	3	35
TAS - Hobart	4	3	1	4	0	0	12
TAS - Launceston and North East	2	2	0	5	0	2	11
TAS - South East	0	0	1	0	0	0	1
TAS - West and North West	0	5	2	3	0	1	11
VIC	113	78	42	36	137	82	488
VIC - Ballarat	3	12	3	0	7	5	30
VIC - Bendigo	10	2	2	0	1	0	15
VIC - Geelong	18	8	2	3	3	4	38
VIC - Hume	5	16	1	3	7	5	37
VIC - Latrobe - Gippsland	4	3	1	0	3	6	17
VIC - Melbourne - Inner	8	0	0	0	1	2	11
VIC - Melbourne - Inner East	3	1	2	5	19	10	40
VIC - Melbourne - Inner South	8	6	4	0	18	10	46
VIC - Melbourne - North East	14	5	5	5	11	10	50
VIC - Melbourne - North West	0	6	0	0	7	1	14
VIC - Melbourne - Outer East	1	0	5	7	13	0	26
VIC - Melbourne - South East	6	2	6	6	12	4	36
VIC - Melbourne - West	6	2	2	3	3	9	25
VIC - Mornington Peninsula	4	0	1	1	10	5	21
VIC - North West	16	8	4	1	7	4	40
VIC - Shepparton	4	2	3	2	4	3	18
VIC - Warrnambool and South West	3	5	1	0	11	4	24
WA	0	5	0	0	0	0	5
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	0	0	0	0	0	0	0
WA - Perth - Inner	0	5	0	0	0	0	5
WA - Perth - North East	0	0	0	0	0	0	0
WA - Perth - North West	0	0	0	0	0	0	0
WA - Perth - South East	0	0	0	0	0	0	0
WA - Perth - South West	0	0	0	0	0	0	0
WA - Western Australia - Outback	0	0	0	0	0	0	0
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	586	630	313	441	734	192	2,896

Table O.6 New Build/New Build (Refurbished) Dwelling by Design Category by SA4 Region (excluding in-kind arrangements)³⁴¹

Location	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
NSW	90	26	15	69	200
NSW - Capital Region	-	1	1	-	2
NSW - Central Coast	-	-	-	1	1
NSW - Central West	1	5	2	-	8
NSW - Coffs Harbour - Grafton	1	-	-	-	1
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	4	-	2	-	6
NSW - Illawarra	7	-	-	-	7
NSW - Mid North Coast	4	-	6	-	10
NSW - Murray	3	-	-	-	3
NSW - New England and North West	-	-	-	6	6
NSW - Newcastle and Lake Macquarie	5	9	-	-	14
NSW - Richmond - Tweed	8	5	-	-	13
NSW - Riverina	4	1	-	-	5
NSW - Southern Highlands and Shoalhaven	1	1	2	-	4
NSW - Sydney - Baulkham Hills and Hawkesbury	5	-	-	6	11
NSW - Sydney - Blacktown	-	-	-	9	9
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	2	1	-	-	3
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	-	-	-	-	-
NSW - Sydney - Northern Beaches	-	-	-	4	4
NSW - Sydney - Outer South West	2	-	1	-	3
NSW - Sydney - Outer West and Blue Mountains	9	-	-	4	13
NSW - Sydney - Parramatta	17	1	-	10	28
NSW - Sydney - Ryde	1	-	1	29	31
NSW - Sydney - South West	2	1	-	-	3
NSW - Sydney - Sutherland	14	-	-	-	14
NT	-	-	-	8	8
NT - Darwin	-	-	-	8	8
NT - Northern Territory - Outback	-	-	-	-	-
QLD	19	36	-	30	85
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	1	-	-	6	7
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	-	-	-	2
QLD - Brisbane Inner City	-	-	-	-	-

³⁴¹ This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
QLD - Cairns	-	2	-	-	2
QLD - Darling Downs - Maranoa	-	-	-	-	-
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	2	-	-	1	3
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	2	1	-	5	8
QLD - Townsville	-	2	-	3	5
QLD - Wide Bay	8	1	-	11	20
SA	4	5	1	1	11
SA - Adelaide - Central and Hills	-	1	-	-	1
SA - Adelaide - North	-	1	1	1	3
SA - Adelaide - South	2	3	-	-	5
SA - Adelaide - West	2	-	-	-	2
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	2	-	1	5	8
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	2	-	1	1	4
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	4	4
VIC	13	26	8	22	69
VIC - Ballarat	-	1	-	-	1
VIC - Bendigo	4	-	4	-	8
VIC - Geelong	2	3	-	5	10
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	-	6	-	-	6
VIC - Melbourne - Inner East	-	-	1	-	1
VIC - Melbourne - Inner South	-	-	1	-	1
VIC - Melbourne - North East	-	10	-	-	10
VIC - Melbourne - North West	-	-	-	-	-
VIC - Melbourne - Outer East	-	-	-	4	4
VIC - Melbourne - South East	1	2	-	1	4
VIC - Melbourne - West	3	1	-	4	8
VIC - Mornington Peninsula	-	-	2	-	2
VIC - North West	3	-	-	7	10
VIC - Shepparton	-	3	-	-	3
VIC - Warrnambool and South West	-	-	-	1	1
WA	-	-	-	-	-

Location	SDA Design Category				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	82	77	16	100	381

Table O.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (excluding in-kind arrangements)³⁴²

Location	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
ACT	-	-	-	-	-
ACT - Australian Capital Territory	-	-	-	-	-
NSW	247	41	48	162	498
NSW - Capital Region	-	5	5	-	10
NSW - Central Coast	-	-	-	2	2
NSW - Central West	5	6	8	-	19
NSW - Coffs Harbour - Grafton	5	-	-	-	5
NSW - Far West and Orana	-	-	-	-	-
NSW - Hunter Valley exc Newcastle	13	-	10	-	23
NSW - Illawarra	22	-	-	-	22
NSW - Mid North Coast	11	-	7	-	18
NSW - Murray	7	-	-	-	7
NSW - New England and North West	-	-	-	15	15
NSW - Newcastle and Lake Macquarie	25	9	-	-	34
NSW - Richmond - Tweed	10	7	-	-	17
NSW - Riverina	5	3	-	-	8
NSW - Southern Highlands and Shoalhaven	4	1	10	-	15
NSW - Sydney - Baulkham Hills and Hawkesbury	25	-	-	17	42
NSW - Sydney - Blacktown	-	-	-	42	42
NSW - Sydney - City and Inner South	-	-	-	-	-
NSW - Sydney - Eastern Suburbs	-	1	-	-	1
NSW - Sydney - Inner South West	10	5	-	-	15
NSW - Sydney - Inner West	-	-	-	-	-
NSW - Sydney - North Sydney and Hornsby	-	-	-	-	-

³⁴² This data does not include accommodation that is being provided under in-kind arrangements or dwellings that are yet to be enrolled.

Location	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
NSW - Sydney - Northern Beaches	-	-	-	10	10
NSW - Sydney - Outer South West	8	-	5	-	13
NSW - Sydney - Outer West and Blue Mountains	9	-	-	8	17
NSW - Sydney - Parramatta	52	2	-	20	74
NSW - Sydney - Ryde	5	-	3	48	56
NSW - Sydney - South West	9	2	-	-	11
NSW - Sydney - Sutherland	22	-	-	-	22
NT	-	-	-	16	16
NT - Darwin	-	-	-	16	16
NT - Northern Territory - Outback	-	-	-	-	-
QLD	31	44	-	47	122
QLD - Brisbane - East	-	-	-	-	-
QLD - Brisbane - North	3	-	-	12	15
QLD - Brisbane - South	-	-	-	-	-
QLD - Brisbane - West	2	-	-	-	2
QLD - Brisbane Inner City	-	-	-	-	-
QLD - Cairns	-	4	-	-	4
QLD - Darling Downs - Maranoa	-	-	-	-	-
QLD - Fitzroy	-	-	-	4	4
QLD - Gold Coast	-	7	-	-	7
QLD - Ipswich	1	15	-	-	16
QLD - Logan - Beaudesert	3	-	-	5	8
QLD - Mackay	-	-	-	-	-
QLD - Moreton Bay - North	3	8	-	-	11
QLD - Moreton Bay - South	-	-	-	-	-
QLD - Queensland - Outback	-	-	-	-	-
QLD - Sunshine Coast	-	-	-	-	-
QLD - Toowoomba	4	3	-	6	13
QLD - Townsville	-	4	-	8	12
QLD - Wide Bay	15	3	-	12	30
SA	10	11	2	2	25
SA - Adelaide - Central and Hills	-	4	-	-	4
SA - Adelaide - North	-	4	2	2	8
SA - Adelaide - South	4	3	-	-	7
SA - Adelaide - West	6	-	-	-	6
SA - Barossa - Yorke - Mid North	-	-	-	-	-
SA - South Australia - Outback	-	-	-	-	-
SA - South Australia - South East	-	-	-	-	-
TAS	4	-	1	14	19
TAS - Hobart	-	-	-	-	-
TAS - Launceston and North East	4	-	1	4	9
TAS - South East	-	-	-	-	-
TAS - West and North West	-	-	-	10	10
VIC	28	39	20	50	137
VIC - Ballarat	-	3	-	-	3
VIC - Bendigo	4	-	4	-	8

Location	New Build Maximum Number of Residents				Total
	Improved Liveability	High Physical Support	Robust	Fully Accessible	
VIC - Geelong	5	7	-	5	17
VIC - Hume	-	-	-	-	-
VIC - Latrobe - Gippsland	-	-	-	-	-
VIC - Melbourne - Inner	-	6	-	-	6
VIC - Melbourne - Inner East	-	-	5	-	5
VIC - Melbourne - Inner South	-	-	5	-	5
VIC - Melbourne - North East	-	10	-	-	10
VIC - Melbourne - North West	-	-	-	-	-
VIC - Melbourne - Outer East	-	-	-	12	12
VIC - Melbourne - South East	2	4	-	4	10
VIC - Melbourne - West	11	3	-	4	18
VIC - Mornington Peninsula	-	-	6	-	6
VIC - North West	6	-	-	20	26
VIC - Shepparton	-	6	-	-	6
VIC - Warrnambool and South West	-	-	-	5	5
WA	-	-	-	-	-
WA - Bunbury	-	-	-	-	-
WA - Mandurah	-	-	-	-	-
WA - Perth - Inner	-	-	-	-	-
WA - Perth - North East	-	-	-	-	-
WA - Perth - North West	-	-	-	-	-
WA - Perth - South East	-	-	-	-	-
WA - Perth - South West	-	-	-	-	-
WA - Western Australia - Outback	-	-	-	-	-
WA - Western Australia - Wheat Belt	-	-	-	-	-
Total	320	135	71	291	817



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